South Dakota Report
September 2021

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State of South Dakota

INTRODUCTION

The State of South Dakota

BACKGROUND

South Dakota is a U.S. state in the upper Midwestern United States. It is named after the Lakota and Dakota Sioux Native American tribes. South Dakota is the 17th largest state by area (77,116 square miles), but the 5th least populous (884,659) of the 50 United States. As the southern part of the former Dakota Territory, South Dakota became a state on November 2, 1889, simultaneously with North Dakota. They are the 39th and 40th states admitted to the union. Pierre is the state capital, and Sioux Falls, with a population of about 184,000, is South Dakota's largest city.

South Dakota is bordered by the states of North Dakota (to the north), Minnesota (to the east), Iowa (to the southeast), Nebraska (to the south), Wyoming (to the west), and Montana (to the northwest). The state is bisected by the Missouri River, dividing South Dakota into two geographically and socially distinct halves, known to residents as "East River" and "West River."

Eastern South Dakota is home to most of the state's population and is known for growing a variety of crops. West of the Missouri River, ranching is the predominant agricultural activity. South Dakota hosts millions of visitors each year with sights such as the Black Hills, Mount Rushmore, Crazy Horse Monument, in addition to being a mecca for hunters and fishermen. Interestingly, South Dakota actually has more shoreline than the state of Florida.

ECONOMY

The service industry is the largest economic contributor in South Dakota. This sector includes the retail, finance and healthcare industries. Ellsworth Air Force Base, near Rapid City, is the second-largest single employer in the state.

Agriculture has historically been a key component of the South Dakota economy. Although other industries have expanded rapidly in recent decades, agricultural production is still very important to the state's economy, especially in rural areas.

Another important sector in South Dakota's economy is tourism. Many travel to view the attractions of the state, particularly those in the Black Hills region, such as historic Deadwood, Mount Rushmore, and the nearby state and national parks. One of the largest tourist events in the state is the annual Sturgis Motorcycle Rally.

GOVERNMENT

The structure of the government of South Dakota follows the same separation of powers as the federal government, with executive, legislative and judicial branches. The structure of the state government is laid out in the Constitution of South Dakota, the highest law in the state. The constitution may be amended by a majority vote of both houses of the legislature, or by voter initiative.

The Governor of South Dakota occupies the executive branch of the state government. The current Governor is Kristi Noem. The state constitution gives the Governor the power to sign into law or veto bills passed by the state legislature, to serve as commander-in-chief of the South Dakota National Guard, to appoint a cabinet, and to commute criminal sentences or to pardon those convicted of crimes.

The state legislature is made up of two bodies—the Senate, which has 35 members, and the House of Representatives, with 70 members. The judicial branch is made up of several levels: the state supreme court, the circuit courts, and the magistrate courts.

Status of the South Dakota 911 System

History, Legislature and Funding

911 in the state of South Dakota is governed by:

§SDCL 34-45   Emergency Reporting System

§ARSD 50:02:02 South Dakota 911 Coordination Fund (remittance information)

§ARSD 50:02:04 Public Safety Answering Points

South Dakota lawmakers passed legislation in 1989 allowing the imposition of a 911 surcharge on telephone lines in the state. Under that legislation, local governments were allowed to impose a monthly fee of up to 75 cents to provide a portion of the funding for 911 services. During the 2012 legislative session, lawmakers passed legislation increasing the 911 surcharge to $1.25 per line and added a 2% surcharge on all prepaid phone purchases at the point of sale.

In 2020, $13,533,579 in 911 fees were collected. Of those fees, $8,919,824 came from wireless collections; $3,101,179 from wire line; and $1,291,947 came from the sale of prepaid devices. The revenue from these fees are distributed at 70% to local Public Safety Answering Point (PSAPs) and 30% to the Public Safety Emergency 911 Fund. Of the 30% going to the Public Safety Emergency 911 Fund, 26% goes to eligible PSAPs (Incentive PSAPs) and 74% goes to the 911 Coordination Fund (Special Revenue Fund). The use of these funds for eligible expenses is reported yearly and reviewed to ensure compliance by the Department of Legislative Audit.

The 911 Program

SOUTH DAKOTA 911 COORDINATION BOARD

A number of different task forces, meetings, and studies over the years culminated in the 2008 creation of the South Dakota 911 Coordination Board (Board), which employs a State 911 Coordinator through the Department of Public Safety to work with the PSAPs, counties, vendors, and telcos on the 911 system.

The South Dakota 911 Coordinator assists local governments with implementing 911 emergency telephone systems in their area. The State 911 Coordinator addresses statewide issues common to all 911 systems, providing the information and guidance to make local jurisdictions successful.

The Board is administratively tied to the Department of Public Safety and was established to set minimum standards for operation of public safety answering points, determine criteria for reimbursement for nonrecurring costs and the amount of reimbursement, and oversee the coordination of 911 services within the state. The Board annually reports to the Governor and the Legislature about the operations and findings of The Board and any recommendations for changes to 911 service in the state.

The Board is appointed by the Governor and comprised of 11 member representatives from the following groups who each serve three-year staggered terms:

1. (1) South Dakota Chapter of the Association of Public Safety Communication Officials
2. (1) Dakota Chapter of the National Emergency Number Association
3. (2) South Dakota service providers-telecommunications
4. (1) Employee of the South Dakota Department of Public Safety
5. (2) South Dakota Association of County Commissioners
6. (2) South Dakota Municipal League
7. (1) South Dakota Police Chiefs Association
8. (1) South Dakota Sheriffs Association

PSAPs in South Dakota

As of 1999, there were 12 counties without any 911 service, 10 with basic service, 11 with modified 911 service, and 31 counties with E911 service. South Dakota has a total of 33 PSAPs—28 are state hosted, three are tribal, one is DoD, and one is DoI.

In South Dakota the PSAPs are responsible for wireline 911 circuits, PSAP communications equipment (CAD, EMD, radio, logging recorder), personnel and operating procedures. The Board provides statewide hosted Emergency Services Internet Protocol Network (ESInet), CPE, ALI, and a portal for GIS data submission for the statewide GIS dataset.

Other 911 related services include the Department of Public Safety which handles the NCIC/SD LETS System. LET (Law Enforcement Training) is responsible for telecommunicator training, and BIT (Bureau of Information and Telecommunications) is responsible for state radio.

South Dakota provides statewide hosted ESInet and CPE through Lumen's Managed Emergency Call Handling solution. The state leases the call handling equipment and provides it at no cost to the participating PSAPs. Surcharge revenues allocated to the State 911 Coordination Fund pay for the monthly recurring charge of the contract for Lumen's Managed Emergency Call Handling solution.

911 Calls

E911 is defined in state law and has been statutorily required in South Dakota since July 1, 2010. Administrative rules require PSAPs to adopt written procedures for recording and documenting relevant information of every request for service.

A 911 telecommunicator must be able to appropriately prioritize all calls for service, and a 911 telecommunicator must be able to determine the appropriate resources to be used in response to all calls for public safety service.

In 2020, there were 344,529 calls to 911. Of that total, 298,679 were wireless; text to 911 was not deployed until March 2021. As of May 2021, text to 911 is available throughout South Dakota.

Progress Towards Next Generation 911 (NG911)

In the spring of 2014, the State of South Dakota Department of Public Safety, along with the South Dakota 911 Board, began the migration of the South Dakota 911 system from an analog, legacy-based system to a Next Generation 911 (NG911), digital, IP-based system. In February of 2020, the final major implementation milestones were met when Lumen, the NG911 System Service Provider (911SSP), cutover the final South Dakota PSAP to the Lumen provided A911/Positron MECH hosted Call Handling solution serving all 28 PSAPs in the state. The NG911 journey for South Dakota did not follow a straight line. The original system, which began in 2014, required complete replacement by 2018 South Dakota issued an RFP, awarded a new contract and Lumen began implementing the new NG911 system in the summer of 2019—a testament to the fact that progress can sometimes be measured by starting over. South Dakota has demonstrated a commitment to industry standards, new technology, and in ensuring the citizens of and visitors to the great State of South Dakota are able to rely on a state of the art 911 system.

EXECUTIVE SUMMARY

Background on State 911 Assessment Program Process

The State 911 Assessment Program has established a comprehensive benchmark based upon uniform goals for NG911 across the United States and territories. The Assessment Program uses a series of 83 guidelines that allow state 911 authorities to measure the progress and status of a state's 911 program. The assessment results are based upon consensus from a team of qualified assessors and are used to gauge the status of state and local programs, and to identify strengths and areas for improvement within the current 911 program. The results of the assessment are meant to serve as a tool to reveal areas for attention by the 911 program.

Nine categories constitute the basis for the consensus guidelines:
1. Statutory and Regulatory
2. Governance
3. Functional and Operational Planning
4. Standards
5. Security and Continuity of Operations
6. Human Resources and Training
7. Evaluation
8. Public Education
9. NG911 Maturity Model

Within these nine categories are 83 guidelines which illustrate what an effective 911 program and system encompass, but do not dictate how to achieve an end result.

The consensus guidelines serve as an objective benchmark for the assessment of the status of a statewide 911 system. States will not be required to adopt the guidelines but are encouraged to review the results to highlight areas that may improve their program. Any established assessment process will be conducted on a voluntary basis.

National 911 Guideline Categories

27	7	9	6	7	8	5	5	9
Statutory and Regulatory	Governance	Functional and Operational Planning	Standards	Security / Continuity of Operations	Human Resources / Training	Evaluation	Public Education	Next Generation 911 Maturity Model

To continue enhancing their statewide 911 system, the State of South Dakota requested to participate in a peer-led assessment. The State 911 Assessment Program team, composed of subject matter experts from diverse backgrounds and geographic areas, performed a statewide analysis of the current status of 911 in South Dakota. Based on the established guidelines and data gathered through state-provided documentation and presentations, the assessment team has made the following observations and recommendations.

The guidelines are operational in nature and are not meant to be technical, nor are they intended to be standards or requirements. The guidelines are intended to unify the goals of the industry and facilitate a coordinated effort to advance 911 across the country. The guidelines are designed to be as constructive as possible and do not establish a pass/fail designation or a graded structure.

National 911 Guidelines Assessment Report

There are three core elements for each guideline: the guideline itself, the criteria, and the rationale. The rationale describes why the guideline is important; the guidance is designed to provide assistance for assessors but may also provide information for states. Most guidelines are based on three criterion levels: minimum, advanced and superior. Each graduated rating assumes compliance with the prior rating. Some guidelines are binary in nature, indicated by 'Binary' in the minimum criteria and are grayed-out in the advanced and superior criteria boxes. With a binary guideline, the assessment result will be either a 'yes' or 'no' answer; either the state does it or it does not. There are no graduated ratings possible with such a guideline.

A state, for the purpose of this document, includes the political subdivisions and the people of a state. When a guideline says that the "state" should do something, it does not imply that it should be done by the state government, but rather that it should be done in the state and apply to the entire state. 'Statewide' defines functions that apply to the entire state in order to provide uniform 911 service for all public and private entities within the state. This report and these guidelines do not assign responsibility to any entity within the state. The guidelines are agnostic to who performs the functions included in the guidelines. This report assesses only whether the functions are being performed and how.

Using the recommendations provided by the assessment will assist the South Dakota 911 Office and the State of South Dakota in improving 911 for the benefit of all residents of and visitors to the state, as well as emergency service providers.

Important Note to Readers

This assessment process should not be confused with a performance evaluation. The assessment was developed to assist states in determining how "well positioned states may be to facilitate specific advancements in technology and operations." It should not – and really cannot – be used to judge how effective a state has been, or will be, in delivering 911 services. Rather, it aims to acknowledge accomplishments to date, and to help states identify areas where changes could (based on national benchmarks) improve their ability to respond to the multitude of changes facing the 911 sector of public safety. The benchmarks involved are necessarily generic and may not always fully align with how a state chooses to approach their 911 service environment, based upon specific state and local priorities and factors. A state's specific circumstances may limit how benchmarks apply in some instances.

Another important note is that these are strictly guidelines and meeting a minimum criterion may be all that certain states should strive for. The states undergoing this assessment have asked to be evaluated against an ideal, not against what their specific statutes and authorities allow them to do. It should be emphasized that these guidelines are primarily meant to point states in a direction to move toward, not to evaluate their performance. The fact that any state has not achieved a specific criterion for any particular guidelines should in no way be interpreted as a failure of any kind.

Report Structure

The assessment report is divided into nine sections that reflect the nine categories developed by National 911 Assessment Guidelines Work Group (NAGWG). The nine sections and a brief summary of each section are provided below.

Statutory and Regulatory
The statutory and regulatory environment outlines the items that a state should have codified to enhance 911 system performance. This does not have to be within the 911 statutes but can be from another area of statute. For example, privacy issues may be in a right-to-know statute. Examining these against a state's current statutory and regulatory environment will enhance the service provided to the residents of and visitors to the state.

Governance
The governance environment outlines areas of stakeholder involvement with the 911 system. History has shown that cooperation enhances a 911 system, and with the diversity of stakeholders and user needs, the governance of the 911 system is critical.

Functional and Operational Planning
The functional and operational planning environment outlines the areas of service delivery that should be addressed in a 911 system. This environment includes areas such as record retention, call handling protocols, continuity of operations plans and exercises.

Standards
The standards environment outlines the areas for which a state should develop or adopt standards, including technology and performance standards.

Security and Continuity of Operations

The security environment outlines areas that should be addressed to secure the facility and data associated with 911. These guidelines outline plans and actions that a state should facilitate or coordinate to enhance the 911 system.

Human Resources and Training

The human resources and training environment outlines the areas where personnel can have an impact on 911. This includes training for staff, establishing standards and certifications, and programs for staff stress management. The people that work in 911 are a critical asset and should be considered in any 911 system.

Evaluation

The evaluation environment as a whole relates to how states evaluate or assess their 911 systems. Using state data for evaluation purposes is an ongoing process. It encourages a practice that is not a standard operating procedure across the board. Some states will have quality assurance and quality improvement (QA/QI) while others will not.

Public Education

The public education environment outlines areas of education for the general public, appointed/elected officials and stakeholders. A better-informed user community enhances the 911 system. Target audiences should be identified, and specific messages should be tailored for each of them. For example, informational needs differ depending on whether the audience is the general public, people with special needs, emergency responders, or government officials and policy makers. Messages include the appropriate use of 911, when to call, what to call, the limitations of system capabilities and national issues.

NG911 Maturity Model

The NG911 Maturity Model section outlines the items that a state should implement to enhance 911 system infrastructure. Examining these against a state's current infrastructure will enhance the efficiency and effectiveness of the 911 system.

This category's guidelines are adapted from the NG911 Maturity Model, which was developed by the Federal Communications Commission's (FCC) Task Force on Optimal Public Safety Answering Point Architecture (TFOPA). TFOPA is a federal advisory committee chartered under the Federal Advisory Committee Act (FACA) to provide recommendations to the FCC regarding actions that states, PSAPs, and 911 authorities might take to enhance security, operations, and funding as NG911 migration occurs.

The Maturity Model, otherwise known as the NG911 Readiness Scorecard, identifies essential elements which are necessary to be present within each NG911 Implementation Maturity State as defined later in the document. It should be noted that the NG911 Readiness Scorecard is limited to essential elements and is not meant to be all inclusive.

Further information on TFOPA, including its charter, the final report, and the development of the NG911 Maturity Model, can be found online at: www.fcc.gov/about-fcc/advisory-committees/general/task-force-optimal-public-safety-answering-point.

South Dakota State 911 Assessment Team

The South Dakota State 911 Assessment Team consists of subject matter experts from across the country. The team includes:

Robert Cobb, Ph.D., ENP
Since joining NENA in 1992, Dr. Cobb has developed and managed NENA's Education & Training Program, the NG9-1-1 Partner Program, and the Emergency Number Professional (ENP) Certification Program. He also served as NENA's Interim Executive Director on two separate occasions. He has supported the USDOT's National 911 Office programs for many years related to NG911, the 911 Documents & Tools (previously National Resource Center), and state assessments. He was one of the team members to develop the State 911 Assessment Program and guidelines and has participated in all of the assessments prior to South Dakota.

Leah Missildine, ENP
Leah Missildine is the Executive Director of the Alabama 911 Board. She joined the Board in 2013 and was promoted to Executive Director in 2016. As Executive Director she is responsible for the financing and implementation of NG911 in Alabama. In early 2021, all of Alabama's Emergency Communication Districts were moved onto the Alabama Next Generation Emergency Network (ANGEN). She continues to move Alabama forward in the next steps of NG911 by building on the foundation that paved the way for America's first 911 call to take place in Haleyville, AL, in 1968. Leah has served on various 911-related working groups, coalitions, and advisory boards, such as the FCC's Ending 9-1-1 Fee Diversion Now Strike Force. Prior to joining the Alabama 911 Board, Ms. Missildine served as Administrator for the City of Auburn Public Safety Communications Division after promoting through the various positions in the 911 center during her 15-year tenure. She received a Bachelor's degree in Criminal Justice and a Master's degree in Public Administration from Auburn University. She is certified as an Emergency Number Professional. She and her husband, Matt, have one son, James.

Adam Wasserman
Adam Wasserman is the Washington State Enhanced 911 Coordinator. In this position he is responsible for coordinating and facilitating the implementation and operation of 911 emergency communications throughout the state. Washington State is rapidly moving forward to NG911 and recently transitioned to a new Emergency Services IP Network (ESInet) that will enable statewide NG911 capability. Mr. Wasserman currently serves on the Executive Board of the National Association of State 911 Administrators (NASNA) as Secretary. In addition to his 911 duties, he serves as Disaster Manager in the WA State Emergency Operations Center within the WA State Emergency Management Division. Prior to his current position, Mr. Wasserman served over 22 years and retired from the U.S. Coast Guard. He is a permanent cutterman who served aboard five different cutters and held command of USCGC VASHON (WPB 1308) and USCGC HARRIET LANE (WMEC 903). He holds a Bachelor of Science in Government from the United States Coast Guard Academy and a Master's in Public Policy from the College of William and Mary.

Mike Fischel, ENP

Mike Fischel is an executive public safety communications/911 consultant and subject matter expert experienced in public safety communications operations, IT project management, planning and policy development, and law enforcement research and analysis. Mr. Fischel is an independent contractor providing public safety communications consulting services on a part-time basis since he retired after 15 years as a Vice President and Senior Consultant with L.R. Kimball. He joined L.R. Kimball after retiring from public service with Fairfax County, VA, where he served 19 years as the Public Safety Communications Center Director and eight years as the Fairfax County Police Department's Director of the Planning and Research Division. The Fairfax County Public Safety consolidated communications center serves a population of nearly 1.3M in the Washington, D.C., metropolitan area and is the largest PSAP/dispatch center in Virginia. Mr. Fischel led the County's police and fire communications consolidation, directed all emergency communications operational activities for the County, and managed more than $120M of complex IT projects. He has extensive experience in 911 funding, facilities, legislative, policy, operational, and technology issues at both the state and local levels. Prior to his employment in Fairfax County, Mr. Fischel served in public safety policy and analytic positions with the Governor's Office in Pennsylvania, the MITRE Corporation. He is a former U.S. Naval Officer and was awarded a Bronze Star for his combat riverine service in the Republic of Vietnam.

Barry Ritter, ENP

Barry Ritter has 30 years of experience in public safety having served at the municipal, county and state level. He began his public safety career as a police officer in Richmond, IN, serving through the rank of Deputy Chief of Police. During his career in Richmond, he served as the accreditation manager, developing and writing agency policy and procedures, as well as commission rules and regulations. After retiring, Mr. Ritter served for five years as the Director of the Wayne County Emergency Communications Department, a consolidated 911 center. In that time, the county built a new 911 center, purchased new radios, and migrated to the state's trunked 800 system. Barry was instrumental in leading nine Indiana counties to the very first multi-county ESInet for 911 services in Indiana. In 2010, he was appointed as the executive director for the Indiana Statewide 911 Board and served in that role until June 2017. As the state director, Mr. Ritter was instrumental in the modernization of state law which stabilized PSAP funding and began the migration to dual IP-enabled networks for 911 services in all 92 counties. He is recognized as a subject matter expert and has had the opportunity to work with officials in adjoining states and federal agencies and has testified before congressional committees. In 2017 he was presented the "Sagamore of the Wabash" by Governor Holcomb for his service to the citizens of Indiana in public safety/911.

South Dakota Strengths

The assessment team identified these areas of strength in the South Dakota 911 Program. They are detailed further in the body of this report.

- Significant progress towards NG911 with the implementation of the ESInet and common CPE platform for PSAPs
- An effective PSAP evaluation and compliance program consistent with State Administrative Rules
- Active engagement by State 911 Coordinator to implement NG911 and the nationwide 911 community
- State 911 Coordinator's forward-leaning engagement and coordination with the stakeholders at the national, state, and local level to ensure the best program for South Dakota
- Sustainable funding through 911 fees
- Well-defined responsibilities of the State 911 Office and State Coordination Board
- Requirements for EMD, including need to recertify
- Minimum training requirements for all telecommunicators

Priority Areas for Growth

The assessment team identified these areas for growth as having the highest priority. The full list of recommendations can be found in the body of the report.

- The State should update the State 911 Master Plan
- Based on findings of the assessment, the State should pursue additional staff resources for the State 911 Office and State 911 Program
- As the 911 Program in South Dakota matures, the State should continue to pursue extending all NG911 capabilities to all tribal and nontraditional PSAPs
- Performance and operational requirements should be reviewed and updated to reflect current 911 guidelines and standards
- Administrative Rules and the Compliance Checklist needs to be continually updated as a tool for monitoring PSAP services, operations and performance
- The State should develop a State Quality Assurance Plan in accordance with APCO/NENA ANSI standards
- An approach to public education should be included in the State 911 Master Plan
- A statewide risk assessment should periodically be conducted to identify where PSAPs and the NG911 provider do not meet physical and/or cyber security standards
- Clear demarcation points should be identified for responsibility of security and system response

Considerations for the Next 3-5 Years

- More training consistent with a statewide Education/Training program above and beyond the telecommunicator certification requirement, whether required through statute, administrative rule or on a voluntary basis.
- A statewide Public Education Program
- A statewide QA/QC Program developed in concert with stakeholders
- Statewide ESInet to include tribal, DoI and DoD PSAPs
- Up-to-date cybersecurity
- Regional/statewide CAD
- Sustainable and adequate funding – surcharge fees and other sources
- Seamless 911 across borders with 6 surrounding states
- Additional staff in State 911 Office sufficient to manage/administer the above

STATUTORY AND REGULATORY ENVIRONMENT

The statutory and regulatory environment outlines the items that a state should have codified to enhance 911 system performance. This does not have to be within the 911 statutes but can be from another area of statute. For example, privacy issues may be in a right-to-know statute. Examining these against a state's current statutory and regulatory environment will enhance the service provided to the residents of and visitors to the state.

This category has 27 guidelines.

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Guideline SR1: The statutory environment provides for comprehensive statewide 911 coordination.		

Guidance

Statewide coordination should include all 911 stakeholders, all 911 accessible services (e.g., wireline, wireless, Voice over Internet Protocol [VoIP] and emerging technologies), and governmental and non-governmental entities. Comprehensive coordination includes statewide planning, funding support, stakeholder involvement, uniform statewide adherence to established technical and operational standards, influencing policy creation to the benefit of the stakeholders, public education, training, enforcement, rulemaking, procurement authority, grant writing assistance, grant management, dispute resolution, and program evaluation.

Guideline Cross-Reference(s)	GV1, GV2, GV3, GV4, GV5, GV6, GV7	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Statute(s) provides for the roles and responsibilities of statewide 911 coordination.	Statute(s) provides authority for statewide planning, with a mechanism for input from stakeholders statewide.	Statute(s) provides authority and sustainable funding.

Rationale

Statewide 911 coordination helps improve uniform quality service across the State. Lack of comprehensive coordination can increase costs and decrease desirable outcomes.

Current Environment

The 911 Program in South Dakota is governed by South Dakota Codified Law 34-45 (Emergency Reporting System). Outlined in these statutes is the funding mechanism, including collection and distribution of per line surcharge fees and the prepaid wireless surcharge.

Also included in this section is the establishment of the 911 Coordination Board, representatives, duties, and promulgation of rules regarding operational standards, coordination of service and expenditures. (See specifically SDCL §§ 34-45-18.1 and 34-45-20.)

Establishment of the Law Enforcement Officers Standards Commission, promulgation of rules regarding training and certification by Commission, and creation of the 911 telecommunicator training fund are all found in SDCL 34-45.

Administrative rules (ARSD 50:02) also include surcharge remittance information, rural addressing, and PSAP operational, technical, and financial standards of operation.

Reference Material

SDCL 34-45 Emergency Reporting System
ARSD 50:02:02 South Dakota 9-1-1 Coordination Fund (remittance information)

ARSD 50:02:04 Public Safety Answering Points

Assessor Rating
Meets Superior Criteria
Assessor Recommendations
The Coordinator needs to be provided adequate staffing to support all aspects of the State's role and functions based on plan(s) approved by the Board/Commission/Legislature.
Assessor Notes/Comments
The statutory environment in South Dakota establishes the framework for a successful statewide 911 program. Either by statute or administrative rule, the program is responsible for coordinating services at the state and local level.   The responsibility of comprehensive coordination of statewide planning, funding, support, stakeholder involvement, uniform statewide adherence to established technical and operational standards, policy creation, public education, training, enforcement, rulemaking, procurement authority, grant writing and management, dispute resolution, and program evaluation are more than one staff member can effectively administer. The State 911 Coordinator needs support to accomplish authority assigned either internally (addition of staff) or by support of other state/sub-state dept/office to effectively maintain and advance the statewide program.

Guideline SR2: The state has a designated state 911 coordinator.

Guidance
The comprehensive authority of the State Coordinator includes review and enforcement of 911 regulations and laws. Having a designated Coordinator for the 911 system is imperative with the migration to NG911 on the horizon. If this function is not the responsibility of a state agency, the state should designate a responsible party, which could ultimately be the state 911 Coordinator. Whether a person or an entity, the 911 Coordinator needs to be a recognized authority. Effectively and efficiently performing the requirements of this role requires authority and staff. The 911 Coordinator operates and acts as a facilitator for the 911 system across the state. "System," in this case, refers to the 911 function as a whole and/or the technology, depending on how the responsibilities are defined. A state 911 Coordinator ensures that statewide coordination is accomplished.

Guideline Cross-Reference	GV2, GV4	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state has an appointed 911 Coordinator.	The appointed 911 Coordinator's role and responsibilities are defined and mandated by law.	The appointed 911 Coordinator has comprehensive authority and adequate staffing to support all aspects of the state's role and functions.

Rationale
Having a designated State 911 Coordinator allows for focused direction of the State 911 system as well as communication, planning and execution of 911 goals.

Current Environment
State 911 coordination falls under the Department of Public Safety in South Dakota. The State 911 Coordinator has been the only FTE until a NG911 Project Manager position was approved in 2017. That position was filled for approximately 15 months until the Coordinator position was vacated, after which the responsibilities for both positions have been fulfilled by one person. The Coordinator assists with the Board and the coordination of the statewide 911 system.

Reference Material
SDCL 34-45-19 Department of Public Safety – Coordinator SDCL 34-45-20 Board Duties State 9-1-1 Master Plan

Assessor Rating
Meets Advanced Criteria

Assessor Recommendations
The Coordinator needs to be provided adequate staffing to support all aspects of the State's role and functions based on plan(s) approved by the Board/Commission/Legislature.

Consider additional staff as a goal in the updated Plan to adequately meet the statutory requirements of the Board and Coordinator in the following program areas:

•Quality Assurance

•Compliance Reviews

•Performance Standards

•Financial Audits

•Training

Assessor Notes/Comments

South Dakota has successfully deployed a statewide NG911 system for 28 PSAPs. As the program matures and additional services/programs are required to advance the state program, additional staff members will need to be added to the program. A successful statewide program requires appropriate resources.

The responsibility and authority assigned to the Coordinator simply cannot be accomplished by one person, especially in an NG911 environment.

Guideline SR3: The statutory environment defines jurisdictional entities and their roles and responsibilities.

Guidance
Jurisdictional roles and responsibilities should be set forth in a statewide 911 plan and in any governance agreements that are established between jurisdictions. There should also be a mechanism in place to ensure roles and responsibilities are fulfilled. **"Mechanisms"** can include auditing, funding or penalties.

Guideline Cross-Reference(s)	Not Applicable

Minimum Criteria	Advanced Criteria	Superior Criteria
Statute(s) defines jurisdictional entities and their roles and responsibilities.	Statute(s) mandates jurisdictional roles and responsibilities.	The state has a mechanism to ensure roles and responsibilities are fulfilled.

Rationale
Defining jurisdictional roles and responsibilities enables state and local stakeholders to understand what is expected of them in terms of their mutual obligations to one another in the delivery of 911 service to the public.

Current Environment
South Dakota statute provides both for the role of the 911 Coordination Board and its employee, and for the role of local governmental entities in the provision of 911 services. Intergovernmental agreements are also allowed. The State Plan reflects this dual-natured approach. Specific to 911, SDCL 34-45-3 authorizes the incurring of expenses and joint agreements among governing bodies. The definition of governing bodies is found in 34-45-1 (4). Other statutory sections provide more information on political subdivisions within SD. These entities are authorized to enter into contracts for 911 services per 34-45-11.

Reference Material
SDCL 34-45-1 (4) Definitions
SDCL 34-45-3 Costs for installation, maintenance, or operation – joint agreements among governing bodies
SDCL 34-45-11 Contracts for administration of 911 service
SDCL 34-45-18.1 Board Representatives
SDCL 34-45-20 Board Duties

Assessor Rating
Meets Superior Criteria
Assessor Recommendations
None
Assessor Notes/Comments

Guideline SR3 merits a superior rating in that the statute and rules go so far as to define grievance processes for non-compliant PSAPs seeking funding, criminal penalties for criminal acts (handled through criminal justice system), etc.

Guideline SR4: The statutory environment provides for dedicated and sustainable 911 funding.		
Guidance		
The funding mechanism should be technology-neutral, allow for capital and operational expenditures, and address capital replacement needs. Surcharge money dedicated to 911 should only be used for 911 purposes. Review may look at the dedicated revenue in relation to the uses established by the state. The statute protects and has a mechanism for adjustment of revenue stream as conditions change. There should be an annual audit conducted by the state with all service providers to ensure they are receiving all the revenues to which they are entitled; service providers need to be made to "certify" their subscribers.		

Guideline Cross-Reference(s)	SR5	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Funding sources are identified.	Legislation stipulates that all funds collected for 911 purposes must be used only for 911.	Sustainable funding is ensured by state statute.

Rationale
Funding is needed to sustain service.

Current Environment
Funding for South Dakota is broken down into two separate types in SDCL 34-45. **Wireline/Wireless** – A monthly surcharge of $1.25 is assessed per line. The Department of Revenue (DOR) collects the surcharge and transfers to the Department of Public Safety (DPS). DPS disburses 70% of the revenue back to the county/municipality where it was collected. Sixty-three out of the 66 counties in the state remit surcharges and therefore receive a disbursement. The remaining 30% of the $1.25 surcharge is deposited into the public safety 911 emergency fund. Of that 30%, 26% goes to eligible incentive PSAPs (defined in SDCL 34-45-8.5) and 74% goes to the 911 Coordination Fund. **Prepaid Wireless** – A surcharge of 2% is imposed on the sale of prepaid wireless service, which is collected at the point of sale. This surcharge is remitted to DOR by the retailers, then transferred to DPS. The revenue collected from the 2% prepaid surcharge is deposited into the 911 Coordination Fund and expended for the operational expenses of the NG911 system. As stated in SDCL 34-35-4, the proceeds of the 911 emergency surcharge shall be used to pay for allowable nonrecurring and recurring costs of the 11 system. The current statute doesn't have any sunset clauses and is a permanent surcharge. In the event of changing conditions, there would need to be a legislative process approved to revise the statute related to the amount of surcharge collected.

DOR has the authority to audit service providers to ensure all surcharge fees collected are reported and paid, but there is nothing related to an audit of all subscribers. SDCL 10-59 governs audits. SDCL 34-45-5 speaks to the collection of the surcharge, however if the service provider is unable to collect the surcharge from the service user, the provider is not liable for payment of the surcharge as stated in SDCL 34-45-7.

Reference Material

SDCL 34-45-4 Monthly uniform emergency surcharge

SDCL 34-45-4.2 Prepaid wireless 9-1-1 emergency surcharge

SDCL 34-45-5 Billing and collection of surcharge

SDCL 34-45-7 Liability for collection and payment of service user line surcharges

SDCL 10-59 Uniform Administration of Certain State Taxes

Assessor Rating

Meets Superior Criteria

Assessor Recommendations

Sustainable funding is ensured by state statute. As the state matures in its NG911 implementation, it should consider regularly reviewing the funding level set in statute and/or adjust for changes in the rate of growth in the Consumer Price Index for Urban Consumers (CPI-U) or similar for sustaining the 911 services the state coordinates.

Assessor Notes/Comments

Consideration needs to be given to the nomenclature of what the funds are called and how they may be used depending on the outcome of Ending 911 Fee Diversion Now Strike Force (911 Strike Force).

Current fee is sustainable but may not be adequate over the long term. This should be reviewed regularly.

Guideline SR5: The statutory environment prohibits the use of 911 funds for purposes other than those defined in the state's 911 statute.

Guidance

The funding mechanism should be protected from diversion of 911 funds. 911 funding is often used for purposes not related to 911, such as to cover a budget shortfall or large capital purchases. Adherence to the guideline is reported annually under requirements of the NET 911 Improvement Act. One purpose of the Act is to publicly report whether or not funds collected on telecommunications bills for enhancing 911 are used only for the purposes for which the funds are being collected.

Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state has specifically defined eligible use of funds. There can be no diversion of 911 funds.	State statute mandates the eligible use of funds.	The state audits and enforces the eligible use of funds.

Rationale

911 funds should only be used for the provisioning of 911 services and for eligible 911 expenditures.

Current Environment

As authorized by statute, ARSD 50:02:04:08 through 50:02:04-12 defines allowable recurring and nonrecurring costs as those directly related to the installation, maintenance and operation of a PSAP. Examples of recurring and nonrecurring costs are also cited in these admin rules, as authorized by SDCL 34-45-18.2.

County/Municipality 911 Fund financial reports are submitted annually by March 31 of every year as stated in ARSD 50:02:04:07. Expenditures are reviewed to ensure they are all allowable use of surcharge funds. Compliance reviews are also performed at all PSAPs receiving distribution funds as indicated in ARSD 50:02:04:13. Any PSAPs found not in compliance may be subject to withholding of surcharge funds.

Reference Material

SDCL 34-45-18.2 Promulgation of rules regarding operational standards, coordination of service, and expenditures

ARSD 50:02:04   Public Safety Answering Points – Standards

FY20 PSAP Admin Rule Compliance Report

Appendix A-1: Sample Compliance Review Form

Appendix A-2: Sample Annual 9-1-1 Fund Report

Assessor Rating

Meets Superior Criteria

Assessor Recommendations

No additional recommendation as the state audits and enforces the eligible use of funds.

Assessor Notes/Comments

As authorized by statute, ARSD 50:02:04:08 defines allowable recurring and nonrecurring costs as those directly related to the installation, maintenance and operation of a PSAP.

Local government units are required to submit annual financial reports and the expenditures are reviewed to ensure funds are used for allowable expenditures. PSAPs found not in compliance are required to reimburse the Fund or may be penalized.

Guideline SR6: The statutory environment authorizes the operation of a 911 system.		
Guidance		
A 911 system must have the authority to operate within the state. There need to be organizations within the state responsible for the planning, implementation, operation, and maintenance of 911 services. It is important to note that authorization could exist in non-911 sections of statute.		
Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Binary		
Rationale		
A statute for the operation of a 911 system is necessary.		

Current Environment
The Board has authorized prior release of RFPs and has approved contracts for upgrades to the 911 emergency service system, as per the authority stated in 34-45-12. Local entities are also authorized to procure services under SDCL 34-45-11.
Reference Material
South Dakota State 9-1-1 Master Plan   SDCL 34-45-11 Contracts for administration of 911 service   SDCL 34-45-12 9-1-1 Coordination Fund – Distributions, Coordination, and Implementation   SDCL 34-45-20 Board Duties

Assessor Rating
<mark>Meets Minimum Criteria</mark>
Assessor Recommendations
An updated 911 Master Plan should contemplate what is needed to operate a 911 system as it matures in the NG911 environment.
Assessor Notes/Comments
South Dakota meets the standard. Established by statute, the Board has this authority to operate the 911 system in South Dakota. The Board has rulemaking authority to ensure the statewide system(s) meet required operational and technical standards.

State of South Dakota

Guideline SR7: The statutory environment provides for interlocal cooperation.		
Guidance		
Interlocal cooperation can be less formal or more formal using a legally binding agreement such as a Memorandum of Understanding (MOU). The substance of the agreements is not being evaluated, just the ability to enter into them.		
Guideline Cross-Reference(s)	GV6, GV7	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Interlocal agreements are allowed by statute.	Interlocal agreements exist.	The capability to share costs and resources exists.
Rationale		
Interlocal cooperation has many advantages, including cost and resource sharing. Interlocal agreements are one avenue to accomplish this and provide a degree of protection for the involved parties.		

Current Environment
SDCL 34-45-3 authorizes 911 contracts and joint contracts for local entities. Joint Powers agreements are authorized in SDCL ch 1-24. Mutual Aid statutorily exists in SDCL ch 34-48. With the implementation of the NG911 system, agreements were created and signed by PSAPs for policy/alternate call routing for backup call answering service. A system user agreement was signed by all PSAPs prior to providing the statewide call handling equipment and emergency services IP network.
Reference Material
SDCL 34-45-3 Costs for installation, maintenance, or operation – joint agreements among governing bodies
SDCL 1-24 Joint Exercise of Governmental Powers
SDCL 34-48 Assistance Among Public Agencies and Emergency Management
Appendix A-3: Sample Policy Routing Agreement
Appendix A-4: Sample NG9-1-1 System User Agreement

Assessor Rating
<mark>Meets Superior Criteria</mark>
Assessor Recommendations
None
Assessor Notes/Comments
Shared responsibilities, costs, and operations are permissible by statute. Specifically, state statute authorizes Joint Powers Agreements and Mutual Aid Agreements for state and local jurisdictions to share costs and services. The State Program used the agreements to create dynamic routing policies for the 28 PSAPs and as part of the hosted CPE program.

Guideline SR8: The statutory environment enables and allows public and private cooperation in providing 911 services required by statute.

Guidance

Collaborative activities can include inter- and intra-state consortiums supporting Emergency Service Internet Protocol networks (ESInets), joint service arrangements, and public and private partnerships. Examples may include consortia of regional operations, state planning, public groups organized by an entity, and the ability of those governments to collaborate. Funding may also be available.

Guideline Cross-Reference(s)	GV3, GV5, GV6	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Statute(s) enable(s) joint service arrangements and/or other collaborative activities.	Statute(s) provide(s) full support for joint service arrangements and/or collaborative activities.	The state has implemented joint service arrangements and/or collaborative activities.

Rationale

Quality of service and efficiency improve through access to resources and cooperation/collaboration with other states, federal agencies, tribal, international and private entities. As NG911 moves into the forefront, the ability for public and private entities to work together to achieve a common goal will be increasingly important. Working cooperatively is cost effective and efficient for the deployment of 911 service. States are able to leverage industry expertise.

Current Environment

South Dakota has signed a Joint Powers Agreement with North Dakota for ESInet to ESInet call transfers among bordering PSAPs. South Dakota is part of the Interstate Playbook group working with North Dakota, Minnesota and Iowa. Plans to have similar agreements and arrangements with other bordering states are desired but not yet started or implemented. The Board also has designated seats for industry representatives.

Reference Material

ND/SD Interconnection JPA available for review upon request.

SDCL 1-24 Joint Exercise of Governmental Powers

https://www.911.gov/pdf/National_911_Program_NG911_Interstate_Playbook_2016.pdf

Assessor Rating

Meets Superior Criteria

Assessor Recommendations

South Dakota is encouraged to expedite the Joint Powers Agreements with the states sharing borders as well as any other states to ensure interconnection of NG911 capabilities and functionality nationwide.

Assessor Notes/Comments

State of South Dakota

South Dakota is a participant in the NG911 Interstate Playbook working with North Dakota, Minnesota and Iowa. A Joint Powers Agreement has been signed with North Dakota for call transfers. South Dakota's ESInet services one PSAP in North Dakota. They also have agreements with private companies to supply services, i.e., Lumen and GeoComm.

Guideline SR9: The statutory environment provides contractual authority to procure and/or operate statewide 911 components.

Guidance

This guideline refers to contractual authority and the ability to effectively use public funds. It is important to note that authorization could exist in non-911 sections of statute, which could also authorize non-traditional 911 service providers to operate statewide 911 components. State-level coordination should exist. Components of the 911 system are also included in this guideline.

The state's role is expected to increase in an interconnected NG911 environment. The need for accuracy and system functionality will drive this increased role, as well as the need to minimize duplication of efforts and to ensure efficient use of public funds. Planning is a key element whether operating a statewide 911 system or addressing system components including but not limited to GIS.

Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Binary		

Rationale

With NG911 there will be a more pronounced role for the state in procuring and operating components of a statewide system.

Current Environment

The 911 Coordination Board has the authority in statute to coordinate and implement upgrades to the 911 emergency service system of all PSAPs. Contracts are in place for statewide Hosted, Managed Emergency Call Handling, and Emergency Services IP Network and GIS.

Reference Material

SDCL 34-45-12 9-1-1 Coordination Fund – Distributions, Coordination and Implementation
SDCL 34-45-20 Board Duties
Contracts can be found on OpenSD at https://open.sd.gov/contracts.aspx; PDF contract links below
CenturyLink NG9-1-1 Contract (https://open.sd.gov/contracts.aspx)
GeoComm GIS Contract

Assessor Rating

<mark>Meets Minimum Criteria</mark>

Assessor Recommendations

While South Dakota has the statutory authority for coordination, services, and spending of public funds to procure and operate components of a statewide system, an updated 911 Master Plan will need to include how said services are to be sustained in a sufficient manner to the locals.

Assessor Notes/Comments

State of South Dakota

If a state's role is expected to increase in an interconnected NG911 environment, then the Board will need to consider the current and future job duties of the Coordinator and how best to assign adequate staffing and funding as the program grows into those roles and fulfills those additional duties.

State of South Dakota

Guideline SR10: The state fosters an open and competitive procurement of 911 services.		
Guidance		
Some aspects of 911 service are regulated. This applies when services are not required. Examples include bundling versus unbundling, contract versus tariff, and certification requirements. There should be clear evidence that the state uses a competitive procurement process to procure system elements.		
Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Binary		
Rationale		
Restrictive practices and other rules limit the procurement process, leading to extra costs and limited choices. Competitive services allow states to strive to attain the best value.		

Current Environment
The Department of Public Safety on behalf of the Board follows state procurement practices as required by the Bureau of Administration, Office of Procurement Management as defined in SDCL 5-18A. Other information, including the Central Bid Exchange, can be found on the BOA website link included below.
Reference Material
SDCL 5-18A Public Agency Procurement – General Provisions BOA Office of Procurement Management Website RFPs available upon request.

Assessor Rating
<mark>Meets Minimum Criteria</mark>
Assessor Recommendations
No Recommendation
Assessor Notes/Comments
South Dakota's Department of Public Safety adheres to state procurement requirements in state statute.

Guideline SR11: The statutory environment provides liability protection.		
Guidance		
Statutory provisions should be technology-neutral and extend to emergency responders. It is important to be aware that liability protection is not only found in statutes but is frequently included in telephone company tariffs. NENA's Next Generation 911 Transition Policy Handbook has a section on liability that could be of assistance to states. The handbook speaks to the impact of federal liability protection and how it affects states. The policy handbook details what states should explicitly cover while providing generalized federal information.		
Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Statute includes full liability protection for 911 personnel and originating service and system component providers from the point of call to dispatch.	Statute includes current technologies and situational protection.	Statute includes emerging technologies.
Rationale		
Individuals, PSAPs, and companies need liability protection to perform their services. Liability protection is essential for those performing and providing 911 services and should be as inclusive as possible.		

Current Environment
Statutory immunity is in place for 911 services. Telecommunicators and PSAPs are also protected by training, documented procedures, and protocol more than by current statute. Telecommunicators are required to obtain their certification by the State Law Enforcement Training Center within one year of hire in addition to locally developed new hire training programs.
Reference Material
SDCL 34-45-17 Immunity from liability NENA, Next Generation 9-1-1 Transition Policy Handbook, June 2011 SDCL 34-45-24 Training required for employment

Assessor Rating
<mark>Meets Minimum Criteria</mark>
Assessor Recommendations
Protection is provided in part (i.e., to the system itself and 911 telecommunicators) and should extend to all current and future parts of the 911 service as South Dakota accomplishes its NG911 goals and objectives.
Assessor Notes/Comments
None

Guideline SR12: The statutory environment fosters the adoption of technical and operational consensus standards for the statewide system.

Guidance
There is no standardized network in the current 911 environment although some system components are regarded as standard. Standardization will become increasingly more important to enable the seamless interconnectivity between local, regional, and state 911 systems that will be required for NG911. The same level of service should be provided in rural areas as in metropolitan areas. The state should have criteria on how 911 should be delivered. It is not necessary for the statute to establish the standards or mandate the adoption of specific standards as technology and operations are ever evolving; however, states should have the ability to adopt and promote the use of such standards. This guideline references interoperability and consistency of service throughout the state.

Guideline Cross-Reference(s)	ST1, ST2, ST3, ST4, ST5, ST6	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The rulemaking authority exists to establish standards.	The state has adopted and maintains current comprehensive standards.	The state oversees and enforces current standards and has a mechanism for periodic review.

Rationale
The public expects to receive a uniform service level that meets minimum requirements necessary to process a 911 call. Consensus standards also foster interoperability.

Current Environment
The Board has the authority to promulgate rules pertaining to operational standards and coordination of service as found in SDCL 34-45-18.2. The current operational standards are found in ARSD 50:02:04. Compliance reviews conducted every three years also ensure minimum standards are being met for those 28 PSAPs operating on the state system. Per SDCL 34-35-8.6, PSAP funding is dependent on being compliant with the standards promulgated by the Board. And the Board has a standing Operations Subcommittee within its Bylaws.

As a practical matter, provision of statewide hosted call handling equipment and ESInet for the state's 28 PSAPs allows for a uniform, consistent standard for call handling and processing.

There are a total of 33 PSAPs in South Dakota, five of which are Tribal, DoD and DoI. At this time, though all PSAPs in South Dakota are welcome to join, only the 28 state PSAPs are operating on the state system. |

Reference Material
SDCL 34-45-18.2 Promulgation of rules regarding operational standards, coordination of service, and expenditures
SDCL 34-45-8.6 Distribution of revenue to compliant public agencies
ARSD 50:02:04 Public safety answering points – standards

Assessor Rating

Meets Superior Criteria
Assessor Recommendations
It is recommended that South Dakota consider adding staff with subject matter expertise to be responsible for compliance audits, increase the frequency of reviews, and expand the program as additional NG911 elements are added to ensure a uniform service level statewide. Review of performance should also be included in the periodic audit.
Assessor Notes/Comments
South Dakota has the authority to oversee and enforce operational standards for users of the ESInet and call handling equipment. The compliance reviews are conducted every three years to ensure PSAPs are operating in accordance with the standard. The compliance reviews are conducted by the Program Coordinator in addition to all other duties assigned. A Program Coordinator with combined duties for QA/QC, Training, and Public Education may work very well as a complement to the Coordinator.

Guideline SR13: A mechanism is in place for periodic reviews of statutes and regulations.

Guidance

At a minimum there needs to be a process for reviewing existing legislation and determining what, if any, barriers are in place for emerging technologies or other aspects of the 911 system. Regardless of the process or group, individuals involved need to be knowledgeable in relevant technological fields and/or 911 as a whole. The processes need to be open to stakeholder input and review. NENA's Next Generation Partner Program (NGPP) has developed a handbook designed to help stakeholders review their state statutes and rules to identify potential barriers to NG911.

Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The ability and documented process exist for reviewing and recommending legislation.	A formally appointed group or documented process exists to review and recommend legislation.	The formally appointed group or process receives input from stakeholders, and meets and drafts legislation when appropriate.

Rationale

Statutory rules may impede technological advances. A process to determine and develop options should be in place.

Current Environment

The Board is able to propose legislation and participate in the legislative process through DPS. The Board has no separate process for legislation. The Board has successfully brought multiple pieces of 911 legislation. Stakeholder input is welcome and facilitated through the composition of the Board, Board member and staff outreach efforts, and the lobbying and legislative process. The Board has periodically appointed working subcommittees for both legislation and administrative rules.

Reference Material

Assessor Rating

Meets Advanced Criteria

Assessor Recommendations

Consider reviewing and recommending legislation on a regular basis.

Assessor Notes/Comments

The Board membership represents stakeholders from both the public and private sectors of 911 service. This structure provides an opportunity for anyone to propose legislative changes for NG911 services and has been successful.

Guideline SR14: The statutory environment provides for stakeholder involvement.		
Guidance		
Stakeholders should be identified to include state, local, and tribal officials representing varying jurisdictions, the public safety community, and the service provider community. There should be interaction among state agencies. "Balanced" means that stakeholders are adequately and proportionally represented.		
Guideline Cross-Reference(s)	GV3, GV4, GV5	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The statutory environment allows for balanced stakeholder involvement.	The statutory environment requires balanced stakeholder involvement.	The state has fully implemented balanced stakeholder involvement.
Rationale		
Stakeholder involvement helps to ensure the coordination of the 911 system statewide. Stakeholder involvement also leads to buy-in and increased cooperation. Stakeholder input removes barriers and brings expertise to the process.		

Current Environment
The Board is composed of a wide variety of individuals representing their various entities. The makeup of the Board is indicated in SDCL 34-45-18.1. The Board meets at a minimum on a quarterly basis. All meetings are open to the public, either via a public location or via virtual meeting or conference call, and all meetings have an agenda item allowing for public comment. Agendas, minutes, and other reports are posted on the State's Boards and Commissions website.
Reference Material
SDCL 34-45-18.1   Board representatives Boards and Commissions Website - 9-1-1 Coordination Board

Assessor Rating
<mark>Meets Advanced Criteria</mark>
Assessor Recommendations
To further balance stakeholder involvement, it is recommended to involve PSAP directors from across the state with areas of varying populations. This could also be accomplished by requiring the NENA/APCO Board seats be filled by PSAP representatives. Consider adding representation from Fire/EMS as well.
Assessor Notes/Comments
The Board members represent a wide variety of state and local officials, as well as public and private entities representing a wide variety of stakeholders in 911 service. The State Coordinator is an employee of the Department of Public Safety within the state government.

State of South Dakota

Guideline SR15: Service providers that deliver and/or enable telecommunications services to the public are involved in the 911 system.
Guidance
The intent is for the state to develop parameters for providers, including network/access providers and customer providers for wireline, wireless, and Voice over Internet Protocol (VoIP). Broadband providers are included as the NG911 environment will be IP-based. The statutory/regulatory environment should require all service providers in a respective state that provide service to general users of telecommunications services to coordinate and cooperate with the state in the provision of 911 service. There should be a registration process that includes originating service providers and access providers. The state needs to understand various service providers and the capabilities of those providers to help integrate these services into the 911 system, and to educate the public on the capabilities of these services.

Guideline Cross-Reference(s)	GV3, GV4

Minimum Criteria	Advanced Criteria	Superior Criteria
The state maintains contact information for all user service providers.	The state maintains regular and routine communication with user service providers.	The state statutory or regulatory environment requires service providers to be actively involved in the 911 system through registration or participation at the state level.

Rationale
The 911 system is designed to take information from general users and get that information to the correct entity. This is best accomplished in an environment that involves cooperation and communication between all parties.

Current Environment
Per SDCL 34-45-18.1, there are two service providers represented on the Board. State chapters of APCO and NENA are also represented on the Board. The PUC and DOR each have a database of OSPs, providers, and telecommunications companies required to pay business taxes and/or remit 911 surcharge collections; however, these are not all inclusive.
Reference Material
SDCL 34-45-18.1 Board representatives SD PUC Website South Dakota Public Utilities Commission website SD DOR Website South Dakota Department of Revenue webpage for 9-1-1 Emergency Surcharge and Prepaid Wireless Tax laws, regulations, online payment portal

Assessor Rating
Meets Superior Criteria

Assessor Recommendations
None
Assessor Notes/Comments
South Dakota statute establishes the Board and its membership which includes two service providers. The statute does not require the service providers to be representative of wireline, VOiP or wireless industries. Service provider registration through PUC and DOR provides information links to 911 services at the Board.

Guideline SR16: The statutory environment provides for a comprehensive quality assurance (QA) program for the 911 system.

Guidance

QA is not meant to be punitive, but rather provides a constructive critique of work processes. This guideline is intended to measure the effectiveness of the 911 system. This QA program applies to originating service providers and 911 system service providers. The 911 system service provider includes both hosted and non-hosted solutions. The QA program for a 911 system should include all components of the call from call origination through dispatch support systems, regardless of provisioning. QA should look at the level of customer service, network functions and services, records management, and service level agreements (SLAs). The environment should provide for comprehensive quality assurance requirements for the originating service providers and 911 system service providers.

SR17 references QA for call handling.

Guideline Cross-Reference(s)	EV1

Minimum Criteria	Advanced Criteria	Superior Criteria
The statutory environment requires a QA program for the 911 system.	The state audits the 911 system QA program.	The state audits the QA program against minimum standards. Staffing and funding for the QA program are provided.

Rationale

Having a QA program ensures that all entities that touch the system meet their obligations and provide consistent service. The QA program can identify if the system is working as intended and can identify issues before they become more serious.

Current Environment

Some QA efforts regarding operations are included in statute and rule and are enforced through compliance reviews. Funding is dependent on successfully reaching and maintaining compliance with those standards.

The statewide NG911 contract (ESInet/CPE) does have SLAs in place. Our NG911 service provider also has SLAs in place with third party vendors who provide connectivity to the network or equipment utilized in the network.

Reference Material

NG9-1-1 contract available upon request.
SDCL 34-45-8.6 Distribution of revenue to compliant public agencies
ARSD 50:02:04 Public Safety Answering Points

Assessor Rating

Meets Minimum Criteria

Assessor Recommendations

State of South Dakota

Statute does allow for a QA for portions of the 911 system. Additional resources would be necessary for a comprehensive statewide QA program to monitor all of the technical, operational, fiscal, contractual, etc. components of the 911 system. Additional resources may come in the form of staff, reporting or monitoring platforms, consultants with subject matter or technical expertise, etc.

Assessor Notes/Comments

Need more staff to do this well, or they must be heavily reliant on the PSAPs self-reporting their QA/QC findings or efforts.

Guideline SR17: The statutory environment provides comprehensive quality assurance (QA) for call handling.

Guidance

Regardless of the aspects of the process subjected to QA, the QA program should meet or exceed nationally recognized and accepted consensus standards. For example, call handling could include a call answering standard of 90 percent of all 911 calls within 10 seconds during the busy hour of the day, call overload, call overflow, and abandoned calls. This guideline is not limited to call answering, but encompasses the entire call handling process, which can include customer feedback.

Guideline Cross-Reference(s)	EV2	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The statutory environment requires a QA program for call handling.	The QA program for call handling is audited.	The QA program is audited against minimum standards. Staffing and funding for the QA program are provided.

Rationale

QA can provide for improvements to the 911 process. Providing QA can aid in the provision of consistent customer service statewide and can limit liability. The QA process can identify issues before they become more serious.

Current Environment

There is no current procedure in place to monitor this type of quality assurance, however reporting is available by PSAP at the state level, accessible by the State 911 Coordinator. Due to staffing limitations, the current Coordinator does not provide any QA monitoring or analysis in this particular area. Reporting is available to the individual PSAP supervisors who may have some sort of QA process in place, however this would not be consistent among PSAPs.

Reference Material

N/A

Assessor Rating

Meets Minimum Criteria

Assessor Recommendations

Statute does allow for a QA program for portions of the 911 system. Additional resources would be necessary for a comprehensive statewide QA program to monitor all of the technical, operational, fiscal, contractual, etc., components of the 911 system. Additional resources may come in the form of staff, reporting platforms, regional PSAP-level Coordinators, etc.

Assessor Notes/Comments

None

State of South Dakota

Guideline SR18: The statutory environment provides for training.		
Guidance		
Some state statutes already address training standards, although only a few statutes detail specifics. Training standards should be set at the state level and should be consistent with existing industry standards, such as APCO and others. The state should regularly evaluate the effectiveness and completeness of the program. Continuing education should also be evaluated. Furthermore, the state should provide adequate and sustainable funding for training; it is important that it not be an unfunded mandate.		
Guideline Cross-Reference(s)	HR1, HR7	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The statutory environment requires minimum training standards.	The statutory environment provides a funding source(s) for mandated training and continuing education.	The statutory environment provides for evaluation and improvement of the training program.
Rationale		
Training promotes a consistent service level to be delivered to the public and a consistent level of competency of 911 staff. Training can also decrease liability.		

Current Environment
Training and adherence to protocol (EMD, law enforcement, fire) are looked at carefully during the compliance review process. Annual reports submitted also verify the certification status of current employees for telecommunicator and EMD certification. State training and certification is provided by the Law Enforcement Officers Standards Commission. Telecommunicator certification must be obtained within one year of employment as defined in 34-45-24. A telecommunicator training fund is established as provided by SDCL 23-3-53. Continuing education is something that needs to be evaluated and addressed with future revision to statute/administrative rule.
Reference Material
SDCL 34-45-24 Training required for employment
ARSD 50:02:04 Public Safety Answering Points (operational standards/training)
SDCL 23-3-53 Establishment of the law enforcement officers training fund
SDCL 34-45-31 Creation of a 9-1-1 telecommunicator training fund
Appendix A-1: Sample Compliance Review Form
Appendix A-2: Sample Annual 9-1-1 Fund Report

Assessor Rating
Meets Advanced Criteria
Assessor Recommendations
Expand requirements to include minimum training requirements for all telecommunicators, law and fire.
Assessor Notes/Comments

South Dakota requires that all telecommunicators be trained within the first year of employment. The statue requires training in EMD, basic fire and law enforcement, as well as NCIC. The statute does not establish minimum standards for curriculum of law and fire but does require EMD by two approved vendors. Training funds are allocated for the training.

Guideline SR19: The statutory environment provides for professional certification and accreditation.		

Guidance		
This type of certification or accreditation may be issued by a state agency or a national organization. Personnel may include call takers, dispatchers, and technical staff. The statute should include continuing education and recertification.		

Guideline Cross-Reference(s)	HR6	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Statute(s) requires a certification or accreditation process for personnel/PSAPs that are part of the 911 system.	Statute(s) requires and enforces an evaluation of personnel/PSAPs that are part of the 911 system.	Statute(s) requires an assessment/certification process for personnel/PSAPs that are part of the 911 system. This process is fully implemented and demonstrated.

Rationale		
Certifications and accreditation illustrate a measure of competence and can decrease liability. Having certifications and/or accreditation standards foster a consistent service level across the state.		

Current Environment
South Dakota required certification through its two-week Basic Telecommunicator training, provided through Law Enforcement Training, which is meant to supplement locally established training programs. CJIS training is required before access is given to NCIC/NLETS. Monthly limited access NCIC/NLETS classes are held at the Law Enforcement Training Center in Pierre. NCIC certification must be obtained within 6 months of hire.

There is no statute, administrative rule, requirement, or specific funding for professional certification and accreditation; however PSAPs would be able to utilize surcharge funds for any certification or accreditation expenditures. |

Reference Material
SDCL 34-45-24 Training required for employment

Assessor Rating
Meets Minimum Criteria

Assessor Recommendations
It is recommended that South Dakota adopt minimum training standards for basic telecommunicator training, advanced trainings, and continuing education units for all staff to ensure the same level of service is provided statewide.

Assessor Notes/Comments

Assessment or certification needs to apply to all parts of the 911 system, not just personnel or the PSAP. Quality evaluation would require more staff in state program. This is meant to encourage the program to consider building on the minimum required training for the telecommunicator as well as the PSAP certification performed. The foundation laid is solid; however, the minimum required training or certification should extend to all types of positions held in a PSAP, not just the telecommunicator at the beginning of their employment and only for that position. Likewise with the PSAP, the framework to assess the PSAP's performance exists and should extend, if it doesn't already, to assessing any other component of the "911 system" provided by the system or equipment service providers in the state (i.e. ESInet provider, CPE provider, etc.)

Guideline SR20: Statute exists for the provision of emergency medical dispatch (EMD).

Guidance

EMD is the term for providing medical information and instructions over the phone prior to the arrival of emergency medical assistance in the form of first responders or paramedics. Twenty-five states and territories have legislation regarding emergency dispatch, ranging from certification and training, to use of protocols, to a full emergency medical dispatch program. Providing medical instructions before the arrival of first responders and/or paramedics requires a comprehensive program with medical protocols, appropriate and ongoing training, quality assurance and medical oversight.

"EMD protocols, whether developed by a private company, the state or the 911 authority, should be formally 'recognized' by the local/state jurisdiction adopting them (whether they be commercial, or state approved, locally developed EMD protocol), and should meet the American Society for Testing Materials (ASTM) Standard Practice for Emergency Medical Dispatch (F1258-95)." This guideline applies to state, regional and local 911 systems, and is not meant to mandate any specific protocols.

Guideline Cross-Reference(s)	OP2	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Statute(s) allows use of EMD with those recognized protocols.	Statute(s) supports and funds EMD usage.	The state requires, enforces, audits, and fully funds EMD.

Rationale

Providing early medical instruction, or pre-arrival instructions, oftentimes can save a life or prevent further injury.

Current Environment

ARSD 50:02:04:03 (2) requires PSAPs to utilize an emergency medical dispatch (EMD) program that is recognized by the Board. EMD certification is provided by two companies approved by the Board (Priority Dispatch and PowerPhone). Those companies require recertification every two years, but there is nothing in statute or administrative rule that requires a timeline for initial EMD certification or recertification. EMD protocol is verified during the compliance review process. When attending the EMD certification classes in person, those costs are paid for with the 911 telecommunicator training fund. If an entity chooses to do an online training for certification, the PSAP must pay for the cost of the online training.

Reference Material

SDCL 50:02:04:03 Call taking standards

Appendix A-1: Sample Compliance Review Form

Assessor Rating
<mark>Meets Superior Criteria</mark>

Assessor Recommendations
EMD is the strength in South Dakota's training requirement next to CJIS. It is recommended that South Dakota require EMD certification within the first year of employment or prior to a telecommunicator working unsupervised. It is also recommended that South Dakota strengthen all training standards to this level.

Assessor Notes/Comments
Again, sustainability of an initial certification and continuous assessment would require adequate funding and staff to perform necessary audits, evaluation, remediation, training, etc.

Guideline SR21: Statutory environment provides for medical oversight of the policies and procedures governing the use of Emergency Medical Dispatch (EMD) protocols.

Guidance
This guideline applies to state, regional and local 911 systems. Most state statutes that allow or mandate emergency medical dispatch (EMD) also provide for medical authority/direction. The organization publishing the protocols is responsible for keeping them up-to-date. Medical oversight is provided by a licensed physician with the appropriate qualifications in emergency medicine. Changes in protocol are allowed based on medical direction. Medical oversight should meet National Highway Traffic Safety Administration (NHTSA) requirements and standards.

Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Binary		

Rationale
Oversight is necessary to ensure adopted protocols are being followed.

Current Environment
PowerPhone and Priority Dispatch provide EMD certification training in the state. PSAPs can choose which of the two they receive certification in. These two companies require medical oversight prior to any changes in protocol. Pennington County has a local Medical Director who provides oversight for both the PSAP and Rapid City Fire Department.

Reference Material
Powerphone Medical Oversight (website)

Assessor Rating
Meets Minimum Criteria
Assessor Recommendations
None
Assessor Notes/Comments
South Dakota recognizes two EMD certification vendors in the state and requires the PSAP to be compliant with the vendor's certification and recertification requirements.

Guideline SR22: The statutory environment provides for public education.		
Guidance		
Educating the public – including elected officials, special needs communities, and schools/campus environments – on the abilities and limitations of 911 is imperative, especially moving forward into NG911.		
Guideline Cross-Reference(s)	PE1, PE2, PE3, PE4, PE5	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Binary		
Rationale		
Funding public education provides for greater tools to educate the public on 911 as a whole.		

Current Environment
There is nothing specific in statute or administrative rule that outlines any public education funding or initiatives. The Board has the discretion to determine whether a non-recurring or recurring is allowable or not. With the statewide deployment of text-to-911, we utilized the services of a consultant to produce a PSA and paid social media as part of our public education campaign. A landing page was also created with educational information about the service. Future education about when to use 911 will be added to the DPS website for 911 coordination.
Reference Material
ARSD 50:02:04:08 PSAP allowable recurring and nonrecurring costs
Text-to-9-1-1 public education materials available on request.
Text911SD.com Website landing page.

Assessor Rating
<mark>Does Not Meet Minimum Criteria</mark>
Assessor Recommendations
Consider adding a Public Education Plan within the 911 Master Plan to develop or enhance a regular public education program to all audiences (all ages, disabilities, communities, decision-makers, etc.). See PE criteria section.
Update statute to include education, outreach, or advisory services within the authority of the Board to develop or house public education tools for PSAP use.
Assessor Notes/Comments
None

Guideline SR23: The statutory environment provides for the collection of 911 system data.		
Guidance		
This guideline addresses a state's authority to aggregate, collect, and publish local data (consistent with established confidentiality rules and regulations) in order to meet these federal requirements. 911 data collection may include financial, system, service descriptions, technology, and progress measurement information. National reporting requirements exist: 1) The National 911 Program has provided a mechanism and a database for states to upload data that could be used to measure the progress of 911 service at state and national levels; 2) The Federal Communications Commission (FCC) requires states to report annually on the status of their respective 911 surcharges, including local surcharge usage. Data sharing can be enabled on a national level.		

Guideline Cross-Reference(s)	EV3, EV4	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Statute(s) allows for the collection of 911 system data and facilitates data sharing.	Statute(s) requires the uniform collection of 911 system data statewide, and data sharing.	The state ties performance metrics to funding and utilizes collected data to assess system performance.

Rationale
System data can improve planning and decision-making. Development and consistent reporting of system and performance data is both a tool for establishing transparency and also a mechanism for demonstrating effective operations, including reports to legislative and interested party groups.

Current Environment
All records in South Dakota are presumed to be public. SDCL 1-27-1. In order for a record to be kept confidential, it must be the criteria for a statutory exception. Although law enforcement and investigative records are confidential, 911 recordings and transcripts can be released if it is in the public interest. SDCL 1-27-1.5 (5).
An online portal was created to enable data collection on an annual basis, submitted by county/municipality auditors and PSAP supervisors. The primary data collected relates to surcharge expenditures, but also includes revenues, call statistics, and employee data regarding certification and employment status (full-time/part-time). These statistics are to be submitted prior to March 31 each year, which is required as part of the compliance review. The Board uses this information to file the required annual report with the FCC and to submit to the 911 National Profile Database.
The Board is responsible for the development of criteria for the implementation of performance audits of the use of 911 surcharge fees utilized in the operation of the 911 system. The Department of Legislative Audit conducts these reviews and are presented to the Board and Legislature as stated in SDCL 34-45-20.

Reference Material
Appendix A-1: Sample Compliance Review Form
Appendix A-2: Sample Annual 9-1-1 Fund Report
SDCL 1-27-1 Public records open to inspection and copying
SDCL 1-27-1.5 (5) Certain records not open to inspection and copying
SDCL 34-45-20 Board Duties

Assessor Rating
<mark>Meets Superior Criteria</mark>
Assessor Recommendations
None
Assessor Notes/Comments
South Dakota utilizes ECATS as the data analytics tool for PSAPs. An online portal is used for PSAPs to submit local data (revenue, expenditures, call stats, certifications). The Coordinator uses this data to file annual reports with the FCC and National Program office. The adopted compliance forms required of PSAPs to receive funding enhance the data collected by the state's PSAP analytics tool. The statutory environment does allow for 911 system data collection.

Guideline SR24: The statutory environment has rules for retention of 911 call records and 911 related data.		
Guidance		
In the current 911 environment, a record is limited to call logs. In NG911, a record will include other information transmitted, acquired, and recorded in the context of a call, such as video, text, medical data or accident information. Some data will be stored in locations off-site from the PSAP that handled the call. Emerging technologies will need to be considered under this guideline as communication technology changes over time. The state should set specific 911 record retention requirements as a matter of law and regulation. Who retains data and how it is retained is not the issue; any entity with a responsibility for 911 records and related data would be subject to the legal provisions.		
Guideline Cross-Reference(s)	OP4	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Binary		
Rationale		
Retention of 911 records and related data is imperative for legal and investigative purposes, and reporting statistics.		

Current Environment
While retention periods are set by individual governmental entities, neither state nor local records can be destroyed without the authority of the State Record Destruction Board. SDCL 1-27-9 through 17 (state) 1-27-18 through 1-27-19 (local).
Reference Material
SDCL §§ 1-27-9 through 1-27-19 Public Records and Files

Assessor Rating
<mark>Meets Minimum Criteria</mark>
Assessor Recommendations
Consider any statutory change that will incorporate record collection/data sharing of NG911 data as NG911 matures, with particular attention to data elements collected at the state or local level, whose data it becomes, where and how long it's retained, etc.
Assessor Notes/Comments
1-27-1-1 defines "data" which would include NG911 data. Location is not a requirement to define public record or data.
In the assessor's experience, this particular criteria may be dictated by 911-related statute as well as other state statutes regarding open records, records retention, etc. In the case that both exist, the program may need to recommend updates for both as it considers "new" data collected as NG911 matures. As a very specific example, in Alabama, the 911 statute contemplates retention/release of audio recordings only for 911 calls; however, we "collect" texts to/from 911, pictures, and video (in at least one, may two, PSAPs.) Between AL's Open Records Act, the Records Disposition Authority, and the 911 statute – they don't support each other, which is a hurdle for us to overcome as we (at the state program office) continue to collect more and more and more data.

Guideline SR25: The statutory environment defines confidentiality and disclosure of 911 records.

Guidance

While some portions of 911 data should be confidential in all states to avoid revictimization, states should have leeway to establish their own rules. At a minimum, personally identifiable information should be protected, although more comprehensive protection of 911 records is desirable.

The statutory environment should provide for the confidentiality and disclosure of automatic number identification/automatic location identification (ANI/ALI) data, 911 voice calls and multimedia. Regulatory provisions, tariffs, confidentiality agreements, vendor non-disclosure agreements (NDAs), access to public records laws, and the Health Insurance Portability and Accountability Act (HIPAA) may also be considered in this guideline. Different types of data and their use should be reviewed, such as information provided to the first responders that could be misused. In an NG911 environment, more personal data, such as medical or accident information, may be relayed to a PSAP. Therefore, issues relating to confidentiality and disclosure will become more important.

Aggregated anonymous data can be provided in real-time to governmental, non-governmental, and private entities for legitimate purposes. NENA's Next Generation Partner Program (NGPP) transition policy handbook addresses confidentiality and disclosure in terms of the concept of pieces of 911 call data sent to off-site locations, such as a central database. Data can be sent and archived anywhere in a NG911 environment.

Guideline Cross-Reference(s)	SC4	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Binary		

Rationale

Confidentiality and disclosure rules directly affect how effective 911 services are within a state. Rules allow for the protection of callers, encourage people to report crimes, and protect callers/victims from retribution. It also serves to protect infrastructure and staff.

Current Environment

In South Dakota, criminal justice information, including defined calls for service, is confidential. General records provisions are also applicable as previously discussed.

Reference Material

SDCL 1-27-1.5 Certain records not open to inspection and copying.
SDCL 23-5-10 (5) Criminal Identification – Definitions

SDCL 25-3-11 Confidential criminal justice information not subject to inspection – exception

Assessor Rating
Meets Minimum Criteria
Assessor Recommendations
Consider any statutory change that will incorporate record collection/data sharing of NG911 data as NG911 matures.
Assessor Notes/Comments
Accessibility to so many public data "pieces" makes confidentiality more difficult. Public safety in general will have to consider policies regarding how to categorize data as a 911 record, case file or other. The Board is providing the network for call delivery.

Guideline SR26: A statute/regulation exists that addresses multi-line telephone systems (MLTS) statewide for 911.

Guidance
States may have different requirements in their statutes. Some state statutes only address MLTS in residential and school environments. All MLTS should interface to 911 with call back and location information, regardless of the number of stations or square footage involved. The statute should be examined for improvements based on the stated criteria. Changes to statute in response to federal legislation regarding MLTS should be implemented. Reference NENA E911 for Multiline Telephone System requirements, 06-750 v3.

Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Statute contains provisions for nonbusiness MLTS systems in the state for 911.	Statute requires all MLTS systems to interface to 911 and provide specific call back and location information.	Statute is updated as changes in MLTS occur (e.g. Kari's Law).

Rationale
MLTS is an important issue in 911. The ability must exist to accurately locate calls coming from an MLTS.

Current Environment
There is no current statute related to MLTS, callback or location information.

Reference Material

Assessor Rating
<mark>No Rating Given</mark>

Assessor Recommendations
Incorporate Kari's Law into statute with penalties for non-compliance.

Assessor Notes/Comments
Void of legislative change, this should be part of the public education campaign to teach the public how MLTS systems access 911 in South Dakota. Maine and Texas both have MLTS language in their statutes. Check out this link (while dated) for other MLTS statutes in states. https://mtvoip.com/mlts-e911-laws-and-regulation-by-state/ You may want to check with their legal team to determine if amending state law to include Kari's law is an option. I am aware in other states that their legal teams have determined that the Federal regulation is sufficient and therefore new or amended statutory language is not necessary.

State of South Dakota

Guideline SR27: The statutory environment identifies 911 as an essential government service for states that are able to make the distinction.		
Guidance		
In general, government services defined as "essential government services" are those that are required to be provided, and which are included in continuity of operations policies, procedures and plans.		
Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Binary		
Rationale		
When 911 is defined as an essential service, funds dedicated to the provision of 911 should not be diverted elsewhere.		

Current Environment
There is no current statutory language defining 911 as an essential government service.
Reference Material

Assessor Rating
Does Not Meet Minimum Criteria
Assessor Recommendations
The appropriate branch of government would need to make this decision.
Assessor Notes/Comments
None

State of South Dakota

GOVERNANCE

The governance environment outlines areas of stakeholder involvement with the 911 system. History has shown that cooperation enhances a 911 system, and with the diversity of stakeholders and user needs the governance of the 911 system is critical.

This category has seven guidelines.

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Guideline GV1: The state has a comprehensive statewide 911 plan.

Guidance
A comprehensive statewide 911 plan is fundamental to the success of any 911 program and should be an integral part of a larger state plan. A comprehensive plan ensures all 911 stakeholders are working towards the same end goal. Having the plan in statute formalizes it and allows it to have a standing in the state. The plan cannot stand alone, but must integrate with other plans within the state, which requires coordination with other entities. The plan acknowledges and is consistent with other plans in place in the state (emergency preparedness, interoperability, emergency evacuation, emergency operations, security, and training and exercises). The process for developing and reviewing the plan must include stakeholder participation.

Guideline Cross-Reference(s)	SR1, OP5, OP8, SC1, SC2, SC5, SC6	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The 911 plan is documented and updated consistently according to an established timeline. The plan is implemented and followed.	The 911 plan is consistent with and reviewed against other related plans within the state.	The 911 plan has authority through statute or regulation to be consistent and integrated with other related plans within the state and plans for sustainable funding. The 911 plan is integrated with such plans.

Rationale
A comprehensive statewide 911 plan is fundamental to the success of any 911 program. A plan will foster consistent goals and advancement throughout the state.

Current Environment
A comprehensive State 911 Master Plan was created in 2013 and approved by the Board. There have been minimal updates to this plan, if any, since its inception. One of the objectives of this assessment is to update this plan.

Reference Material
State 9-1-1 Master Plan South Dakota SCIP

Assessor Rating
Does Not Meet Minimum Criteria

Assessor Recommendations
It is recommended that South Dakota use this Assessment and the current 911 environment to update the Master Plan as soon as is practicable within the administrative rules. Within that plan update, include an appropriate frequency of regular plan review (and amendment, if necessary) considering the rate of emerging technology, current events, etc. It is further recommended that the Board document the accomplishments achieved in South Dakota since 2013.

State of South Dakota

Assessor Notes/Comments
South Dakota's State 911 Master Plan was created in 2013 and has not been updated since. The Board and staff members have worked to advance the program, but primarily outside the direction of the plan.

Guideline GV2: An entity has authority and responsibility for statewide 911 coordination.		
Guidance		
Coordination is the end point. If two or three organizations are doing the same thing, there needs to be coordination. The focus should be on the function—one entity whose primary responsibility is to support and promote optimal 911 services. The entity could be a Coordinator, an agency, or a board/council with a primary responsibility to support and promote optimal and cost effective 911 service. The entity provides governmental services to ensure the existence of 911 currently and into the future. There is a need for an entity that can coordinate the efforts of all appropriate agencies/entities that support the vision and mission for delivery of statewide 911 services. See the relationship between this guideline and SR1 and SR2, which state that the coordination function and the Coordinator should be funded.		
Guideline Cross-Reference(s)	SR1, SR2	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Binary		
Rationale		
911 is a complex system that necessitates leadership among the diverse and potentially competing stakeholder community.		

Current Environment
The 911 Program in South Dakota is governed by SDCL 34-45. Further standards for PSAPs are outlined in ARSD 50:02:04. In South Dakota, 911 falls under the authority of the Department of Public Safety. The Board, created in 2008, is tied administratively to the Department of Public Safety. As stated in SDCL 34-45-19, the Board may employ a 911 Coordinator within the department to assist with the coordination of the statewide 911 system. The Coordinator position is funded through the surcharge revenue in the 911 Coordination Fund.
Reference Material
SDCL 34-45 Emergency Reporting System ARSD 50:02:04 Public Safety Answering Points State 9-1-1 Master Plan

Assessor Rating
<mark>Meets Minimum Criteria</mark>
Assessor Recommendations
Consider bolstering the Coordinator's staff to be successful in true statewide, adequate, and meaningful coordination.
Assessor Notes/Comments
None

Guideline GV3: Stakeholder groups participate in 911 planning, implementation and changes.

Guidance

911 stakeholders should be adequately represented at every stage of 911, including planning, implementation, updates and modification; however, it is recognized that there may not be much involvement in the planning and implementation. While statute may vest final decision-making on key investments and timeframes with specific state and/or local governmental entities, structures should be in place to ensure that relevant state agencies, responsible local governing boards, traditional and non-traditional responder groups, and communications providers have meaningful input into this decision-making.

Guideline Cross-Reference(s)	SR8, SR15, OP8	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Stakeholders participate informally in development and implementation of a statewide 911 program for consensus building.	Documented organized change control processes involve stakeholder participation.	There is an evaluation of the processes to manage change.

Rationale

Strong 911 programs incorporate stakeholder contributions. Decision-making, absent broad-based stakeholder input, can increase costs, decrease desirable outcomes and delay necessary changes.

Current Environment

The Board is composed of a variety of stakeholder groups as outlined in SDCL 34-45-18.1. During different phases of implementation, PSAP supervisor task groups have been created to provide input to share feedback and assist with the coordination of new systems and technology.

A monthly call is held for PSAP supervisors; other relevant staff are invited to join, such as sheriffs, police chiefs, IT staff, GIS coordinators, etc. Pertinent information regarding upcoming initiatives, program changes, educational/training opportunities, operational items, etc. are discussed. The informal setting of these calls allow for those joining to ask questions, share information, and collaborate among the participants on the call. Notes are taken by the Coordinator and shared following the meeting. Typically, there is over 50% representation of the 28 PSAPs participating in the NG911 project on this call.

Reference Material

SDCL 34-45-18.1 Board representatives

Assessor Rating

<mark>Meets Advanced Criteria</mark>

Assessor Recommendations

By statute, South Dakota has stakeholder participation through membership of the Board. Informally, the state program has utilized PSAP supervisor task groups and hosts a monthly call for PSAP staff, elected officials, supervisors, IT, GIS coordinators and others to review relevant information.

Consider initiatives where 911 telecommunicators and other "end users" of 911 directly participate, provide feedback, engage them for deliverables, etc.

Assessor Notes/Comments

To engage stakeholder groups at ground level will require additional staff at The Board level. Gaining access to a broader audience of stakeholders on a more consistent basis will strengthen the state program as a whole.

Guideline GV4: A statewide board or advisory council provides input and oversight for statewide 911 system coordination.

Guidance

Coordination at the state level is essential. While a designated 911 Coordinator and statewide coordination are paramount to the effective and efficient operation of 911, it is important to have input and involvement from the 911 community as a whole. This facilitates the process to broaden the authority of the 911 Coordinator, as in a next generation environment, the authority to regulate is more important.

Oversight can be provided through a board or advisory council and can include representatives from public safety affiliations, as well as other stakeholder groups, such as service providers. The board or advisory council should work with the statewide Coordinator where applicable. There needs to be a separation of duties from the Coordinator that should be defined and delegated. States need to have some flexibility; coordination may be staff augmentation, for example.

Guideline Cross-Reference(s)	SR1, SR2, SR14, SR15

Minimum Criteria	Advanced Criteria	Superior Criteria
The state has a board, agency, or council with defined responsibilities.	The board/agency/council holds regularly scheduled meetings. Recommendations are public and actively distributed. There is a mechanism for receiving input from 911 users/agencies/stakeholders.	This board/agency/council is established and funded by legislation.

Rationale

Statewide coordination provides a structured process for stakeholder involvement and input.

Current Environment

The Board is composed of a variety of stakeholder groups as outlined in SDCL 34-45-18.1. According to the bylaws, the Board must meet at least twice annually. Historically, meetings are scheduled quarterly, but usually additional meetings are held to conduct necessary business. Other than the October in-person meeting where officers are elected, all other meetings are held via teleconference or virtually. An in-person meeting location is always required, but the public is invited to attend in person or virtually. Board members are not compensated for any expenses other than travel reimbursement.

Reference Material

SDCL 1-25 Meetings of Public Agencies

SDCL 34-45-18.1 Board representatives

Appendix A-5: South Dakota 9-1-1 Coordination Board Bylaws

Assessor Rating

<mark>Meets Superior Criteria</mark>

Assessor Recommendations
None.

Assessor Notes/Comments
The Board is assigned to the Department of Public Safety. The Board is composed of stakeholders representative of 911 services. The Board operates as an extension of state government via public meetings. The Board employs a state Coordinator responsible for operation and oversight of the state program.

Guideline GV5: The state facilitates working relationships between 911 and groups within the state that interact with 911.

Guidance

Communications are necessary between 911, emergency management, and other agencies or entities related to 911, such as law enforcement, fire, emergency medical services (EMS), information technology (IT), and statewide Department of Homeland Security (DHS) organizations. Working relationships include communication, cooperation, stakeholder management and collaboration. This not only relates to what happens at the state level, but also what happens at the regional and local levels.

Guideline Cross-Reference(s)	SR8, SR14, SR15

Minimum Criteria	Advanced Criteria	Superior Criteria
The state provides for working relationships between 911 and other entities within the state.	The state provides for a structured and comprehensive working relationship between 911 and specified entities within the state. Working relationships are demonstrated at the state level.	State, regional and local representation exists in the working relationships demonstrated at the state level.

Rationale

911 needs to work with other agencies for coordination, cooperation, responsiveness, and effectiveness in the provision of emergency services.

Current Environment

The State 911 Coordinator is appointed by the Governor to serve on the Public Safety Communications Council, which meets on a quarterly basis. The Coordinator is also a member of the South Dakota Office of Homeland Security and Office of Emergency Management Senior Advisory Committee (HSEMSAC), which meets on a semi-annual basis or more frequently at the request of the directors.

The 911 Office's administrative attachment to DPS allows for internal coordination. DPS also internally houses the State Fire Marshal, Wildland Fire, and the Office of Emergency Management. DPS coordinates as necessary with the Department of Health, which houses the Office of Emergency Medical Services.

Reference Material

South Dakota Public Safety Communications Council Bylaws

Appendix A-6 HSEMSAC Charter and Code of Conduct

Assessor Rating

Meets Advanced Criteria

Assessor Recommendations

It is recommended that the Program Coordinator foster working relationships with other federal, state, or local agencies, i.e. GIS, FCC (Strike Force), and Department of Mental Health (988), as their missions emerge and could potentially be enhanced or complemented by the 911 program activities.

State of South Dakota

Assessor Notes/Comments
The State Coordinator is a member of the State's Public Safety Communications Council, Office of Homeland Security, and the Office of Emergency Management Senior Advisory Committee. As part of the Department of Public Safety, the Program has internal coordination with other state agencies as needed.

Guideline GV6: The ability exists within the state to facilitate essential partnerships statewide, across state lines, and for specific strategic purposes.

Guidance

Agencies at a state level that relate to 911 need to be able to enter into agreements. There are two concerns: 1) if something is not prohibited in writing, then it is allowed; and 2) if something is not in writing, it is not allowed. It is not the intent to impose statutory requirements. One can only do what legislation allows. As such, agreements and partnerships do not necessarily have to be addressed in statutes.

Conformance with this guideline could be demonstrated by statutory permission to enter into such agreements and through the successful implementation of agreements for past developments. State-level agencies (state police, emergency management, environmental conservation) and local agencies, such as 911 authorities and first responders, are examples of potential partnerships. Working relationships could include executed interlocal agreements, Memoranda of Understanding (MOUs), EMAC services and contracts, which could be tracked in a central repository.

Guideline Cross-Reference(s)	SR7, SR8	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state permits regional or sub-state and statewide agreements, and allows state agencies and local governments to enter into agreements across state lines.	The statutory ability and structure are in place for agreements to be successfully implemented. A statewide plan is in place to complete all working relationship agreements.	All agreements are successfully implemented and reviewed when necessary.

Rationale

To work effectively, all entities involved in the delivery of emergency services must have predefined working relationships, supported where necessary by agreements.

Current Environment

SDCL 1-24 outlines the joint exercise of governmental powers wherein partnerships are created with the use of MOUs. South Dakota is part of the Interstate Playbook initiative that seeks to cross-connect state ESInets. A separate JPA was created with North Dakota to this end.

Local governments are also allowed to enter into intrastate JPAs. Furthermore, intrastate emergency assistance is codified in SDCL 34-48.

The Office of Emergency Management, South Dakota Highway Patrol and other agencies participate in EMAC interstate mutual aid. South Dakota is also a member of the State and Province Emergency Management Assistance Memorandum of Understanding, which allows for non-emergency coordination and training with other states and Canadian Provinces (SDCL 34-48A-54). Because each PSAP is locally run, the state is not aware of any mutual aid agreements counties or municipalities may have in place or participated with in the past.

Reference Material

SDCL 1-24 Joint Exercise of Governmental Powers
SDCL 34-48 Assistance Among Public Agencies and Emergency Management

State of South Dakota

SDCL 34-48A Emergency Management

SDCL 34-48A-54 State and Province Emergency Management Assistance Memorandum of Understanding

A copy of the ND/SD JPA available upon request.

Interstate Playbook: https://www.911.gov/pdf/National_911_Program_NG911_Interstate_Playbook_2016.pdf

Assessor Rating
<mark>Meets Advanced Criteria</mark>
Assessor Recommendations
Work towards all six border states and eventually nationally.
Assessor Notes/Comments
Chapter 1-24 seems to allow for this. State effectively demonstrates the ability to execute such partnerships (i.e., content of interstate playbook). A central repository seems daunting (especially "inter-"state) and "pre-defined relationships" written into statute or rules could hinder state's ability to be flexible as relationships change or grow over time. Ref SR7 and SR 8, existing governance provides sufficient allowances for partnerships.

Guideline GV7: The state provides a statewide governance model for resource sharing and agreements between jurisdictions.

Guidance
The "depth" of agreements will likely vary greatly, with the better agreements addressing governance, cost allocation, modification and/or termination of same, addition of partners, disaster recovery responsibilities, and liability. Agreements could exist for joint dispatch or equipment sharing, for example.

Guideline Cross-Reference(s)	SR7

Minimum Criteria	Advanced Criteria	Superior Criteria
A statewide governance model is in place.	Successful multi-jurisdictional agreements based on the statewide model can be referenced as examples.	Multi-jurisdictional agreements based on the statewide model are in practice. Resources are available to assist jurisdictions in developing agreements.

Rationale
Technology has made it more cost-effective to share resources (e.g., staff, equipment, contracts) among 911 jurisdictions. The ability to easily form, amend, and discontinue these multi-jurisdictional agreements as needs dictate is critical to the effective use of limited resources. Resource sharing increases efficiency, effectiveness, and cost control among jurisdictions.

Current Environment
Due to the statewide hosted CPE, greater potential for interoperability exists, however current configuration doesn't allow for use by another PSAP. This functionality will exist when the state upgrades to a new version of software once i3 geospatial call routing implementation is completed. Some PSAPs have each other's radio channels programmed to assist with interoperability, however the only agreements that exist at the state level among PSAPs are the backup/policy routing agreements. Again, mutual aid and joint powers agreements are in statute. Cost sharing for 911 is specifically allowed by statute SDCL 34-45-3.

Reference Material
Appendix A-3: Sample Policy Routing Agreement SDCL 1-24 Joint Exercise of Governmental Powers SDCL 34-45-3 Costs for installation, maintenance, or operation - joint agreements among governing bodies SDCL 34-48 Assistance Among Public Agencies and Emergency Management

Assessor Rating
Meets Minimum Criteria

Assessor Recommendations
While SD has the statutory authority for coordination, services, and spending of public funds to procure and operate components of a statewide system, the Master Plan will need to be updated and followed.

Assessor Notes/Comments
None

FUNCTIONAL AND OPERATIONAL PLANNING

The functional and operational planning environment outlines the areas of service delivery that should be addressed in a 911 system. This environment includes areas such as record retention, call handling protocols, continuity of operations plans, and exercises.

This category has nine guidelines.

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Guideline OP1: All traditional wireline and wireless calls within the state route to a PSAP enabled to receive Enhanced 911 (E911) data and route to an appropriate dispatcher.

Guidance

Currently, varying levels of service may exist across a state. While it is not feasible for every jurisdiction to have its own 911 system or PSAP, every citizen should have access to 911.

E911 provides automatic location identification (ALI) data, selective routing, selective transfer, fixed transfer and a call back number. Phase II provides delivery of a wireless 911 call with call back number, the location of the caller within current FCC requirements, and selective routing based on those coordinates. These data parameters provide a greater certainty that callers can be located in emergency situations. If a PSAP is able to receive E911 data and wireless Phase II data, Voice over Internet Protocol (VoIP) calls are also able to be processed.

The assessment is designed for the state and PSAP, not the service providers and carriers. This guideline refers to system capabilities and customer premise equipment (CPE) capabilities; processing the calls is a capability issue. Technical failures are an exception.

Guideline Cross-Reference(s)	ST1	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Binary		

Rationale

Having caller location improves the chances of saving lives.

Current Environment

E911 is defined in state law and has been statutorily required in South Dakota since July 1, 2010.

Reference Material

ARSD 50:02:04:06 Technical Standards
SDCL 34-45-1 (3) Emergency Reporting System - Definitions
SDCL 34-35-34 Enhanced 911 Service

Assessor Rating

Meets Minimum Criteria

Assessor Recommendations

The state should work toward ensuring equity of 911 service and access across the state, especially with respect to Tribal and Federal (DoD, DoI) areas that are not controlled or under the jurisdiction of the state. This will have to occur in a collaborative role more than a directory role.

Assessor Notes/Comments

Compliance visits are a great check on this.

Guideline OP2: The state is pursuing full implementation of emergency medical dispatch (EMD).

Guidance

While the statutory environment provides for EMD and requires the use of EMD if it is in statute, there should be something in place for states where it is not in statute, but is being pursued or actively done. This recognizes efforts of the state and is not inconsistent with the statutory environment.

EMD protocols, if used, must meet the American Society for Testing Materials (ASTM) Standard Practice for Emergency Medical Dispatch (F1258-95) and ASTM Standard Practice for Emergency Medical Dispatch Management (F1560-94). This guideline applies to regional and local 911 systems. This guideline is not meant to mandate any specific protocols. Medical oversight is a licensed physician with the appropriate qualifications in emergency medicine. Funding should not include operational costs of staff in the PSAP. Maintenance includes software updates, licenses and staff training.

Guideline Cross-Reference(s)	SR20	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state requires or allows Emergency Medical Dispatch.	Measurable steps have been taken to implement EMD statewide. The state has a plan for completion and an identified funding source.	EMD is implemented statewide. Maintenance and support of the EMD program is fully funded by an identified source.

Rationale

Protocols should exist for EMD. These protocols must be used and there should be oversight to ensure the protocols are being followed. Changes in protocol are allowed based on medical direction.

Current Environment

EMD is mandatory in South Dakota under administrative rule. EMD is also an allowable use of 911 surcharge funds as per administrative rule.

ARSD 50:02:04:03 (2) states that PSAPs shall utilize an emergency medical dispatch (EMD) program that is recognized by the Board. EMD certification is provided by two companies approved by the Board; the PSAP can choose which vendor they use.

Reference Material

SDCL 50:02:04:03 (2) Call taking standards.

Assessor Rating

Meets Superior Criteria

Assessor Recommendations

Recommend adding to Administrative Rule a requirement of how soon after hire that a telecommunicator is required to be EMD certified. Current administrative rule has re-certification timelines but no initial certification timeline.

Assessor Notes/Comments
Great work in mandating EMD and ensuring compliance during visits.

Guideline OP3: Provisions exist for language interpretation capabilities statewide.

Guidance
Equal service should be available for the deaf and hard-of-hearing community, as well as those for whom English is not a primary language. NENA and other organizations recognize the term non-English speaking, which includes American Sign Language users. This guideline recognizes that some territories may have a non-English primary language.

Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state recommends that PSAPs have an interpretation capability or access to similar services.	The state requires that PSAPs have an interpretation capability or access to similar services. There is an identified funding source.	Required interpretation capabilities or access to similar services are fully funded by an identified source.

Rationale
This ensures equal service for non-English/non-native language speaking callers requesting assistance of any kind.

Current Environment
Administrative rule requires that all PSAPs have written procedures for non-English speaking, hearing impaired and mute callers. The statewide hosted CPE has TDD built into the call taking screen, and most PSAPs test TDD/TTY functionality on a regular basis. Most all PSAPs utilize translation service lines that they conference in to assist with non-English speaking callers. The statewide hosted CPE has integrated text service. Web text software has been purchased and provided by the State for those PSAPs not on the statewide hosted solution to allow for statewide text-to-911 service. All counties were live with text service March-May 2021.

Reference Material
ARSD 50:02:04:03 Call taking standards. ARSD 50:02:04:08 PSAP allowable recurring and nonrecurring costs Text911SD.com Website landing page

Assessor Rating
<mark>Meets Advanced Criteria</mark>

Assessor Recommendations
None

Assessor Notes/Comments
Funding for language interpretation capabilities is identified as an eligible expense for 911 funding, but it does not point out that the system is fully funded.

State of South Dakota

Guideline OP4: The state provides guidelines for the retention of 911 call records and 911 related data.		
Guidance		
The state should establish policies and procedures for records retention. The state should define what is considered a "record." The creator of the record is the custodian of the record (or whoever is specified in statute if applicable). Local, state, and federal laws may affect the retention of data and not all data will have the same retention period. The retention laws may not be in the 911 statute, but in other provisions of law.		
Guideline Cross-Reference(s)	SR24	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Binary		
Rationale		
The retention of 911 records and data ensures consistency across the state and ensures data is available when needed.		

Current Environment
ARSD 50:02:04:03 (3)
PSAPs are required to "[a]dopt written procedures for recording and documenting relevant information of every request for service, including:
(a) Date and time of request for service;
(b) Name and address of requester, if available;
(c) Type of incident reported;
(d) Location of incident reported;
(e) Description of resources assigned in response to the incident, if any;
(f) Time of dispatch;
(g) Time of resource arrival; and
(h) Time of incident conclusion."
While local retention timelines may vary, records cannot be destroyed without the permissions of the State Record Destruction Board.
Reference Material
ARSD 50:021:04:03 (3) Call taking standards
SDCL 1-27 Public Records and Files

Assessor Rating
<mark>Meets Minimum Criteria</mark>
Assessor Recommendations
None
Assessor Notes/Comments

Excellent use of compliance visits to check on PSAPs retention guidelines.

Guideline OP5: The state requires a data backup plan.		
Guidance		
All data essential to the operation of a PSAP should have a backup available. Examples of data essential to the operation of the PSAP are Master Street Address Guide (MSAG), automatic location identification (ALI), computer aided dispatch (CAD), and customer premise equipment (CPE) data. Periodic backups are executed and logged. At least one backup should be stored off-site. Any off-site storage should comply with all security requirements.		
Guideline Cross-Reference(s)	GV1	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
PSAPs implement a local data backup and recovery procedure and plan. This plan is documented.	PSAPs' backup and recovery procedures and plans are documented and maintained. Data backup is offsite.	Implemented data backup and recovery procedures and plans are documented and maintained, and the backups are audited.
Rationale		
This is one method to ensure continuity of data should there be any type of component failure.		

Current Environment
Administrative rule requires that PSAPs have a written procedure for computer security and preservation of data. Local PSAPs systems are often maintained by local IT departments or through vendor service contracts. Logically, local systems would be backed up through standard IT best practices in either case. A more detailed requirement in administrative rule requiring backup procedures/standardized backup procedures among all PSAPs should be implemented for each of the essential data systems. There is no requirement currently for off-site backup unless local policy dictates. CAD providers backup up their servers offsite in their respective facilities. ALI, MSAG and GIS data would be stored on off-premise vendor systems. MSAG, ALI and ECaTS reporting are stored for seven years with constant backup. CPE Call Detail Records are stored for 30 days on the Viper system; ECaTS data is sent as collected with database replication in ECaTS every 10 minutes.
Reference Material
ARSD 50:20:04:05 Facilities and Equipment

Assessor Rating
<mark>Meets Minimum Criteria</mark>
Assessor Recommendations
Administrative Rule should be updated to specifically require procedures and backups for PSAPs along with requirements for offsite backups.

Assessor Notes/Comments
None

Guideline OP6: State-level guidance exists for public safety's use of social media.

Guidance
Public safety includes PSAPs. Leveraging the capabilities of social media (incoming and outgoing) and the use of social media can enhance the image of public safety agencies. This should be part of an organization's public information plan. Guidance may also cover future uses of this technology.

Guideline Cross-Reference(s)	Not Applicable

Minimum Criteria	Advanced Criteria	Superior Criteria
PSAPs are encouraged to develop policies regarding use of social media in the PSAP.	The state has developed a model policy with respect to social media.	All PSAPs in the state have policies regarding social media. These policies are updated as part of change management.

Rationale
Social media is being used by the public to talk about emergencies. Social media can be a tool to give the public accurate information before and during emergencies.

Current Environment
PSAPs are governed by their own agency, county, or city policy since they are individually managed entities of local government. Nothing the state could provide to local PSAPs would have any authority. At the local level, 911 issues could be sent out by a variety of "official" accounts. These account types would include: emergency management, sheriff's office, police department, communication centers, or local government just to name a few.   The Department of Public Safety has a social media strategy guide that can be used as a reference when planning, creating, and executing content for social media across all agencies within DPS. Information on procedures to follow in the event of crisis response include open communication, community engagement, and maintaining important messages not related to the crisis to keep the public informed.

Reference Material
https://www.pennco.org/emsocialmedia Example of PSAP social media hub utilized by Pennington County   The DPS social media strategy guide contains some confidential information but can be shared as part of the assessment process if required.

Assessor Rating
Does Not Meet Minimum Criteria
Assessor Recommendations

State could meet this guideline by developing a process that points to existing social media policies (i.e., DPS) and encourages each PSAP to develop their own policy or provide best practices from the state office specific to 911. Add to the Compliance Check List a reference to the social media policy.

Assessor Notes/Comments

None

Guideline OP7: Statewide support and coordination exist for managing/operating emergency notification systems (ENS).

Guidance

This service may be housed in other areas besides 911. Notification examples include ENS alerts, warnings, sirens, and broadcast intercepts. Many warnings are sent out at varying levels (state-level alerts, local alerts, interstate alerts). There should be a determination of who is responsible for specific alerts. Agreements should be in place between agencies within the state that utilize this service. The use of alerts and warnings could also be part of the state plan.

Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The statewide 911 plan defines the agency responsible for specific alerts and warnings. There is communication between the party who issues the alert and the appropriate PSAP(s).	The state defines the proper use of ENS and other protocols regardless of who has responsibility for alert generation.	A statewide body assists in unifying and coordinating the consistent use of alerts and warnings throughout the state.

Rationale

Alert/warning resources and technologies are of critical importance to the public and have a very direct relationship to 911. Managing and operating these resources are, however, somewhat ancillary to the 911 function and careful integration into the overall emergency communications operation is critical.

Current Environment

Statewide IPAWS messaging (Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), Non-Weather Emergency Messages (NWEM), and Collaborative Operating Group (COG to GOG) is provided through the Office of Emergency Management. The local jurisdictions have two options through the state system to have ENS alerts sent – they can request messaging to be sent for their area through the State Office of Emergency Management, or they can apply for a MOU with FEMA. They would then need to meet the training and regular testing as required by FEMA to ensure those with the ability to send messages have the proper training and ability to properly send test messages.

Reference Material

Appendix A -7: State of South Dakota OEM IPAWS Alert Procedures

Assessor Rating

State of South Dakota

<mark>**Does Not Meet Minimum Criteria**</mark>
Assessor Recommendations
Recommend updating the 911 plan to address ENS and reference the already existing plan that is operated by OEM.
Assessor Notes/Comments
There are good ENS processes in the state and the guideline could easily be met by the state publishing the process, specifically as it relates to PSAPs and 911, pointing to the OEM process that already exists.

Guideline OP8: The state has a formalized process and communication plan for change management.

Guidance

Change management is becoming increasingly more important in the technological age. This guideline involves changes that impact others – state down, local up – and any area in between where someone else is impacted or affected. A local level change could be just as catastrophic as a state change. Communication is a significant component; changes must be communicated.

The communication plan should address the process and how any state, regional, or local level changes are communicated throughout the state and, where appropriate, to the employees. Change management processes should be included for software and hardware, changes in technology, changes to the staff, and changes in operational/technical functions, changes in regulations, changes by vendor community – such as changes in technologies that should be communicated to 911 authorities. Advance notice of changes should also be a consideration. The change management process may be included in an operational plan. This change management process should include a test plan, where appropriate.

Guideline Cross-Reference(s)	GV1	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Change management by PSAPs/911 authorities is encouraged by the state.	A Change Management Plan for 911 has been developed and approved by the state.	The plan is utilized and updated as needed by the organization(s) responsible for overseeing change management.

Rationale

Changes to any component or area of a 911 system can affect many aspects of the system and need to be controlled and communicated properly.

Current Environment

No formal communication plan for change management exists today. However, information about the 911 system, changes and implementation are shared regularly by the 911 Coordinator during the standing statewide PSAP director calls.

Reference Material

Assessor Rating

Does Not Meet Minimum Criteria

Assessor Recommendations

State should publish a formal change management plan that addresses how different changes in the 911 system should be processed. This should include changes to technology, the ESInet (vendor process), regulations, functions (text) and so forth, laying out the process so that PSAPs or counties who want to make a change will know what it takes and who has the authority to approve the change. The vendors have change processes in place,

but it is critical to have a state plan for how the change process will work, who can suggest changes, and financial and functional impacts.
Assessor Notes/Comments
None

Guideline OP9: The state monitors and enforces compliance of 911 related provisions of the Americans with Disabilities Act (ADA).		
Guidance		
Statewide 911 system compliance should include Americans with Disabilities Act (ADA) and its 911-related provisions.		
Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Binary		
Rationale		
Compliance with ADA's 911-related provisions is important to ensure equal access to 911 services.		

Current Environment
Part of the compliance review process includes verification of the services provided to deaf and hard of hearing communities. The current statewide hosted CPE identifies Baudot and EDT communication protocols automatically identifying TTY calls. The capabilities incorporated into the Power911 system are in full compliance with ADA guidelines.
Reference Material
SDCL 50:02:04:03 Call taking standards. Appendix A-1: Sample Compliance Review Form Contract can be provided upon request.

Assessor Rating
<mark>Meets Minimum Criteria</mark>
Assessor Recommendations
Continuing to use the compliance visits to ensure these requirements are being met is an excellent method for the state to have oversight.
Assessor Notes/Comments
None

STANDARDS

The standards environment outlines the areas for which a state should develop or adopt standards. This includes technology and performance standards.

This category has six guidelines.

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Guideline ST1: Standards and best practices have been identified and implemented at the state level.

Guidance
A review of the existing standards and best practices from a technical and operational level should be conducted to ensure that those standards have been identified, evaluated and implemented (as appropriate). Examples of standards and best practices include technical interface, data, performance, and operations from the American National Standards Institute (ANSI), Internet Engineering Task Force (IETF), National Fire Protection Association (NFPA), APCO, and NENA.

Once a set of standards has been adopted, there needs to be a regular review (by a statewide coordinating body, such as a state agency, association of counties, or other state public safety associations) of existing and proposed design and performance standards to determine the changes needed (if any).

Guideline Cross-Reference(s)	SR12	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Standards have been identified and implemented at the state level.	A state-level entity regularly reviews adopted and proposed design and performance standards to determine what changes, if any, are needed.	Proposed changes from the state-level entity are implemented. The implementations are adequately funded.

Rationale
Standards and best practices ensure consistency of 911 service across the state.

Current Environment
The NENA i3 standard has been identified in the state master plan as the preferred standard. The current contract for NG911 services requires adherence to the i3 standard, and the statewide system provider is required to comply with evolving industry standards (for example, Century Link Contract, Exhibit A, section 3.4). These standards, however, are not specifically referenced in any of the administrative rules related to PSAP operation, nor are they reviewed on a regular basis.

GIS standards are aligned to the most current industry and NENA standards by our consultant, GeoComm. As standards and recommendations are published by NENA, GeoComm works with the State to implement these standards and provide recommendations as they emerge.

Reference Material
State 9-1-1 Master Plan
https://open.sd.gov/contractsDocShow.aspx?DocID=20-1400-002+++++ (Lumen Contract)
https://open.sd.gov/contractsDocShow.aspx?DocID=15-1400-022+++++ (GeoComm Contract)

Assessor Rating
Meets Minimum Criteria
Assessor Recommendations

State of South Dakota

Standards should be reviewed and updated as part of the strategic planning process. This will likely require additional staff in the 911 Office to accomplish. State should ensure that all relevant operational and technical standards are included in the updated 911 Master Plan. State should pursue additional staffing for the 911 Office.

Assessor Notes/Comments

While some standards and best practices are identified in contacts referenced, it is unclear how contracts are monitored and compliance is checked. Additionally, the 911 Master Plan is old and does not reflect those standards that have been identified since it was completed. The State 911 office has only one staff member and it is questionable that a comprehensive review could be conducted to assure compliance.

Guideline ST2: The state requires specific operational standards for PSAPs to ensure a minimum level of service delivery.

Guidance

A minimum level of 911 service is required regardless of the type of service. It includes E911, wireless Phase I, wireless Phase II, Voice over Internet Protocol (VoIP) and NG911 (emerging technologies).

With Basic 911, a caller is automatically connected to a PSAP based on the central office that originates the call; automatic number identification (ANI) and/or automatic location identification (ALI) may not be supported. This means that the PSAP may not have the location or call back number of the caller.

With wireline E911, the PSAP has capabilities for ALI, ANI, selective routing, and selective transfer. For E911, the PSAP receives the caller's location and call back number, and other identifying information. The call is routed to the correct PSAP based on the caller's location, not the central office.

For wireless E911 Phase I, the PSAP receives the call back number of the caller and the identification of the cell tower from which the call originated. The call is usually routed based on the PSAP assigned to a particular cell tower sector.

For wireless E911 Phase II, the wireless call is delivered with the call back number as well as the location of the caller within 125 meters 67 percent of the time.

Guideline Cross-Reference(s)	SR12

Minimum Criteria	Advanced Criteria	Superior Criteria
The state has defined a minimum level of service, which is at least Enhanced 911 (E911). The minimum level of service is specific, consistent and implemented at all PSAPs across the state.	The service level is regularly reviewed and updated based on evolving operational and technical capabilities at a national level.	The state-defined service level is enforced and adequately and sustainably funded.

Rationale

A minimum level of service for all PSAPs ensures a consistent delivery of 911 service to all callers regardless of the caller's location or method of accessing 911.

Current Environment

E911 is the minimum level of 911 service, as required by law.

Twenty-eight out of the state's 33 PSAPs are on the state hosted NG911 ESInet; three of the five PSAPs not on the state system are on Basic 911, with two actively working on upgrading to E911/NG911. Those who do not comply with the statutory minimum are outside of the state's jurisdiction.

Reference Material

SDCL 34-35-34 Enhanced 911 Service

ARSD 50:02:04:06 Technical Standards

Assessor Rating
<mark>Meets Minimum Criteria</mark>
Assessor Recommendations
State should pursue additional staffing for the 911 Office. State should review current standards and enhance the specificity of industry wide operational standards set by NENA and APCO as part of their standards for PSAPs.
Assessor Notes/Comments
Not all PSAPs are on ESInet, so operational standards are not statewide and lack specificity regarding service levels in terms of answering, processing, and dispatching 911 calls. Lack of staff to fully review if existing or future standards are met.

Guideline ST3: The state has defined PSAP performance standards.		
Guidance		
Defined performance standards allow for consistent delivery of service across the state. It also allows for the identification of issues that need to be addressed, such as the need for additional trunks or additional call takers within a specific PSAP. Performance standards include technical and operational standards such as call answering (timeliness, call overflow and call overload), call protocols or interrogation, reliability, redundancy, congestion control, quality of service, and Teletypewriter (TTY) testing. For example, these standards could include a call answering standard of 90 percent of all 911 calls within 10 seconds during the busy hour of the day.		

Guideline Cross-Reference(s)	SR12	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state has defined PSAP performance standards.	The defined performance standards are implemented, with adequate funding to PSAPs/911 Authorities.	The defined performance standards are enforced and funded. Performance standards are periodically reviewed by the appropriate agency/board.
Rationale		
Consistent performance standards enable evaluation and maximize consistent and effective service.		

Current Environment
South Dakota administrative rule 50:02:04 provides minimum operational and technical standards for PSAPs, however it does not include performance standards. Other than listening to call recordings as part of the compliance review process to listen for established protocols (EMD, law enforcement, fire), the State 911 Office does not have any enforcement or compliance sections with regard to performance standards currently. Reporting at the state level does allow for access to call answering statistics, however, is not currently monitored. PSAPs are reviewed on a regular basis to ensure compliance with existing standards and must be compliant for surcharge funding.
Reference Material
ARSD 50:02:04 Public Safety Answering Points Appendix A-1: Sample Compliance Review Form

Assessor Rating
<mark>Meets Minimum Criteria</mark>
Assessor Recommendations
Minimum rating is recommended. State should establish more specific performance standards based on industry accepted criteria and they should be added to the Compliance Review Checklist.

State of South Dakota

Assessor Notes/Comments
They state, "State 911 Office does not have any enforcement or compliance sections with regard to performance standards currently. Reporting at the state level does allow for access to call answering statistics, however, is not currently monitored." Actual performance standards do not appear to be articulated in the legislation or the Compliance Review Checklist and process.

Guideline ST4: The state requires specific interface standards for the exchange of 911-related data between functional entities.

Guidance

It is often not possible for one PSAP to transfer data to another PSAP, which can result in delayed responses. If data exchange is a capability, the data may be in a different format or layout. Standards development organizations have identified interfaces for the exchange of 911 data, which, if enabled statewide, allows all call takers/dispatchers to have the same understanding and ability to interpret the received data.

Interface standards describe the definition, format, layout, and other characteristics of 911-related data shared across disparate systems, ensuring the seamless exchange of data and permitting a common understanding to interpret and use 911-related data consistently. Examples of industry-accepted standard organizations include APCO, the Internet Engineering task Force (IETF), and the National Information Exchange Model (NIEM).

Guideline Cross-Reference(s)	SR12	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Voluntary standards govern the exchange of 911-related data at the local and regional level using industry-accepted interface standards.	At a state level, industry-accepted interface standards have been adopted for 911-related data exchange and applied to statewide procurement efforts and funding priority.	The state is compliant with national industry-accepted interface standards for 911-related data exchange, which is applied to statewide procurement efforts and funding priority.

Rationale

Interface standards that permit data exchange are necessary when data is being shared across functional entities.

Current Environment

All state PSAPs are currently on the statewide hosted CPE and ESInet and can transfer 911 calls/call data seamlessly. All of the PSAPs within the state have the ability to transfer calls to one another and all phone numbers are programmed into the hosted call handling system. Actual 911 data received is determined by what information the PSAP can accept and what the carrier has the ability to send.

Reference Material

Assessor Rating

Meets Superior Criteria

Assessor Recommendations

Agree with rating. The 911 Office should continue to rely on contractors to maintain these capabilities. 911 should support PSAPs with their ability to exchange 911-related data.

Assessor Notes/Comments

Staffing in the State 911 Office is not sufficient to monitor compliance or implementation of common standards.

State of South Dakota

Guideline ST5: The state has minimum standards for emergency call processing protocols.

Guidance

Call processing starts at call receipt and ends at call disconnect. Protocols are a set of rules or conventions that govern how a call is handled internally. The state could choose to recommend or encourage specific commercially available protocols or develop their own.

Minimum standards for call processing may include items such as questions, procedures, minimum service level, consistency, and integration procedures. Protocols could include law enforcement, emergency medical, fire, hearing impaired, and missing children. "Emerging" means that the criterion provides for flexibility and adjustment as new standards emerge.

Guideline Cross-Reference(s)	SR12	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
A minimum set of call processing protocols exist in the state.	The call processing protocols are adjusted as necessary to remain consistent with emerging national call processing standards.	There is an audit to ensure compliance with the call processing protocols/standards.

Rationale

These standards will support a minimum level of consistency in call processing.

Current Environment

In South Dakota, administrative rule provides operational and technical standards. PSAPs must establish written procedures for prompt handling and appropriate routing of misdirected emergency calls and establish written procedures for handling hang-up emergency or 911 calls from wireline and wireless phones. ARSD 50:02:04:03.

Again, mandatory compliance reviews are done with all state PSAPs, and PSAPs must be compliant for surcharge funding.

PSAPs follow documented, locally developed law enforcement and fire protocol. EMD certification is provided through either Priority Dispatch or PowerPhone. Current administrative rule does not clearly indicate the timeframe in which a telecommunicator has to get their EMD certification or when re-certification must be obtained. Those requirements are made by the vendors.

Protocol and/or operational standards are required in administrative rule for emergency medical, fire, law enforcement, and hearing-impaired calls, which are also verified during compliance reviews. No service level, consistency, or integration procedures are included in administrative rules or compliance review processes.

Reference Material

ARSD 50:02:04 Public Safety Answering Points

Appendix A-1: Sample Compliance Review Form

State of South Dakota

Assessor Rating
<mark>Meets Minimum Criteria</mark>
Assessor Recommendations
State should be proactive in establishing acceptable and consistent protocols standards and ensuring coordination and compliance to acceptable practices in this area on a statewide basis.
Assessor Notes/Comments
Agree with rating. EMD is required, but there is not standardization of other protocols. All PSAPs have developed acceptable Law Enforcement and Fire protocols, except the PSAPs not under the state jurisdiction such as Tribal and DoD PSAPs. State admits that no service level, consistency, or integration procedures are included in administrative rules or compliance review processes. State does not appear to be proactive in trying to establish acceptable and/or consistent protocols standards or ensuring compliance of acceptable practices in this area. No apparent statewide coordination in this area.

State of South Dakota

Guideline ST6: The state program fosters the adoption of technical and/or operational consensus standards and requirements.

Guidance

The public expects to receive a uniform level of 911 service, regardless of their location. With current 911, there is no standardized network, although some components are regarded as standard. The same level of service should be provided in rural areas as in a metropolitan area. This will become increasingly more important with NG911 and the advent of operational and technical standards for seamless interconnections. Interoperability between local, regional, and state 911 systems is essential.

This is the operational policy or rule that standards adoption should be encouraged. This guideline includes state systems and any statewide procurement. Aspects of technical and operational standards include security, redundancy, reliability and interdependencies between the systems. NENA's Next Generation Security (NG-SEC) document can be referenced.

Guideline Cross-Reference(s)	SR12	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state program encourages the adoption of technical and operational standards.	Leading industry standards and best practices have been reviewed and adopted at a statewide level and applied to statewide procurement efforts.	A state-level entity identifies, implements and maintains statewide standards and recommended best practices.

Rationale

The adoption of technical and/or operational consensus standards and requirements improves consistency and effectiveness of the state 911 system.

Current Environment

As mentioned previously, administrative rule provides operational and technical standards for PSAPs. All PSAPs on the hosted system adhere to these rules, however the Tribal/DoI/DoD PSAPs are not required to adopt these standards. Because of the statewide hosted call handling system and network, 911 functions the same among the 28 state PSAPs. There are no local or regional interconnections needed because only one ESInet exists in the state.

Reference Material

Assessor Rating

Meets Minimum Criteria

Assessor Recommendations

Improve and focus more upon performance and operational standards to take full advantage of the technical infrastructure being implemented. Existing NENA and APCO operational and performance standards should be reviewed and appropriate changes made to the administrative rules for PSAPs. Appropriate changes should be made to the Compliance Checklist.

State of South Dakota

Assessor Notes/Comments

The existence and use of the ESInet does not equate to fostering the adoption of all necessary technical and operational standardization. The state program and all references, including the Master Plan, seem minimal, particularly in operational standards. There appears to be much reliance on the two referenced contracts as being the main vehicle for meeting this guideline. Staffing at the State Office and the dependence on contracts to promote consistency, uniformity, best practices, and progress in this area is suspect. Seems to be more emphasis on technical issues than true operational and performance issues, and the ability to promote uniformity and monitor compliance.

SECURITY AND CONTINUITY OF OPERATIONS

The Security environment outlines areas that should be addressed to secure the facility and data associated with 911. These guidelines outline plans and actions that a state should facilitate or coordinate to enhance the 911 system.

This category has seven guidelines.

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Guideline SC1: The state has business continuity of operations plans (COOP) for 911 to ensure continuous operations.

Guidance

A backup site is in operation to take over the full load of 911 calls at any time. Interagency agreements will provide for other PSAPs to take over call handling during a disaster or as a business continuity plan or backup. There are best practices and standards in place including: NENA Operations Standards for Contingency Planning, 53-001 through 53507, National Fire Protection Association (NFPA) Standard on Disaster/Emergency Management and Business Continuity Programs (NFPA 1600), recovery point objective (RPO) and recovery time objective (RTO).

"Operational impact analyses should be conducted to identify scenarios where facilities, systems, equipment, or operations are interrupted or disrupted, and any opportunities for hazard mitigation. As part of the research, the organization should determine continuity requirements and develop strategies based on the requirements, so that a more general continuity plan can be formulated with training, testing, and exercise. Focus on the impact of interruptions to critical business functions will help define thresholds for minimum/maximum down time." (From Next Generation Procurement Tool Kit)

Guideline Cross-Reference(s)	GV1

Minimum Criteria	Advanced Criteria	Superior Criteria
PSAPs and 911 authorities are encouraged to develop Continuity of Operations Plans (COOP).	A statewide COOP has been developed and is utilized when needed. Best practices are in place statewide.	The state's continuity plan is used, maintained, exercised and audited. The COOP is coordinated with the critical infrastructure plan statewide.

Rationale

A business COOP is established to assure that service delivery will continue uninterrupted when faced with a threatening situation that may hinder operations.

Current Environment

Administrative rule states that PSAPs must be able to operate from a backup facility within 60 minutes. A site visit of the backup facility is required as part of the compliance review process. Additionally, if the network detects a PSAP is down, calls will automatically route according to the policy routing agreement form, specified and signed off on by all involved PSAPs. Calls will also route to previously agreed upon neighboring PSAPs in situations of high call volume where calls are unable to be answered within a designated amount of time.

Lumen, as the NG911 provider, has a COOP plan and the system has inherent safeguards and responses as discussed above. The state has a COOP plan for the 911 Office. Individual PSAPs may have COOP plans specific to their infrastructure and equipment, which are not governed by the Board.

Technologically, South Dakota's NG911 system allows for automatic rerouting and failover.

Reference Material

ARSD 50:02:04:05 Facilities and Equipment

Appendix A-1: Sample Compliance Review Form
Appendix A-3: Sample Policy Routing Agreement

Assessor Rating
Meets Minimum Criteria

Assessor Recommendations
A statewide COOP should be established that provides visibility to all PSAPs and integrates the individual plans for a broader perspective. The vendor has a COOP which should also be considered for inclusion into or referenced by a statewide COOP.

Compliance visits review backup facilities, but there should be a process in place to ensure that COOP are being updated and tested on a consistent basis. |

Assessor Notes/Comments
PSAPs are required to have plans that equate to COOPs but there is no statewide COOP. The state has taken into consideration the policy routing functions of all PSAPs so that they don't run into a constant loop situation

Guideline SC2: Plans are in place statewide that define and meet needs and priorities to respond to and recover from a disaster.

Guidance

A disaster can mean loss of data, equipment, facility or people, or all of the above. Disaster recovery plans should encompass the smallest "disaster" to largest.

The state should manage expectations for disaster recovery. Components of a disaster recovery plan should include at a minimum: level of recovery (what you get), time to recovery (when you get it) for equipment, software, facilities and people. Stakeholders (depending on what level of services the state is providing), including the 911 authorities who will participate in disaster recovery, should provide input into the plan.

Guideline Cross-Reference(s)	GV1	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Plans and procedures exist for disaster recovery to include critical infrastructure.	The disaster plan(s) is used, maintained and exercised.	The disaster plan(s) is audited and coordinated with the critical infrastructure plan statewide and is reviewed on a regular basis and amended as appropriate.

Rationale

Disaster recovery plans ensure continuity of service.

Current Environment

PSAP staff work closely with local emergency managers to establish DR plans. At the state level, disaster redundancies exist through our policy routing function. Quotes are pending to provide circuit diversity for all statewide hosted PSAPs and also tertiary routing via wireless connectivity to FirstNet to provide disaster redundancies. The 911 fund also maintains a catastrophic reserve, allowing for large capital purchases in the case of a disaster or catastrophic failure.

Our NG911 partners, Lumen and Intrado, have collaborated to establish defined and reasonable business continuity and restoration plans including complex disaster and evacuation contingencies. Reviews are conducted annually to confirm adequacy of the plans. Personnel from these companies are trained in incident command by the Emergency Management Institute, a FEMA sponsored Emergency Management Course. There are specific sections of the contract focusing on Disaster Recovery (3.9.10) and on Continuity of Operations (3.9.11) in the NG911 contract for South Dakota.

Reference Material

Assessor Rating

<mark>Meets Minimum Criteria</mark>

Assessor Recommendations

Focus should be made on geographically diverse routes for circuits going into each PSAP. Ensure SLAs are adequate and in place and meet the state's needs.
Assessor Notes/Comments
A robust Policy Routing Function and the Catastrophic Reserve are excellent mitigation factors for disaster response/recovery. Disaster response times and processes should be clearly explained in the contract with the vendor; it looks like SLAs were redacted in the contract, so just ensure they are in place and meet the state's needs.

Guideline SC3: The state has a plan and procedures to safeguard information from unauthorized use, disclosure or modification, damage or loss.

Guidance

System security must be in place to ensure internal and external users cannot access unauthorized areas. System security should mitigate business risks to an acceptable level and has legal, regulatory and policy implications.

A data loss prevention solution, network protection, and access control issues can be examples. The plan should be consistent with the NENA security standard and international standards, where appropriate. This plan needs to reflect appropriate interstate coordination and national interconnection, as appropriate.

Guideline Cross-Reference(s)	SR25	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
A plan and procedures exist that describe the minimum network and data protection measures to be in place for each facility, locally at the PSAP and under state responsibility, and the connectivity between the two.	A plan exists that describes the minimum logical security, features, and specific escalation procedures to be in place for statewide emergency communications systems. This plan is used and maintained.	A data and network plan is coordinated with agencies responsible for critical infrastructure protection within the state. This plan is used, maintained and audited.

Rationale

Network and data protection measures must be in place to prevent unauthorized access and/or damage to security. These measures can minimize negative and unintended consequences.

Current Environment

The NG911 system vendor is responsible for network security, and has standards for PSAPs using the ESInet.

Reference Material

Review of the NG9-1-1 contract is available, although some sections are proprietary and are therefore redacted.
CenturyLink NG9-1-1 Contract

Assessor Rating

Meets Minimum Criteria

Assessor Recommendations

Even though the vendor is responsible for network security, the state should have a plan that states this and also includes other critical infrastructure protection and stakeholders' responsibilities. The plan should be maintained and tested at regular intervals. State should have a plan that states the procedures for safeguarding the information and also includes other critical infrastructure protection and stakeholder responsibilities. The plan should be maintained and tested at regular intervals.

Assessor Notes/Comments

Annual network security audits should be documented and available for review and should be part of a cyber security plan.

Guideline SC4: The state has a procedure that ensures confidentiality of information to the extent permitted and/or required by law.

Guidance

In some cases, 911 incident data and recordings are only given by subpoenas. A formal contract and nondisclosure agreement should be defined and agreed upon prior to rendering services. A non-disclosure agreement may be necessary for state and local employees where it is not addressed in the employment contract. Specific areas which may require specific levels of protection include the Health Insurance Portability and Accountability Act (HIPAA). Data may be required to be released by law in some instances.

Guideline Cross-Reference(s)	SR25	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
A plan and procedures exist that describe confidentiality policies for incident data protection measures.	The confidentiality plan/policies are used and maintained.	The confidentiality plan/policies are used, maintained and audited.

Rationale

Confidentiality is imperative to safeguard victim and witness information, as well as data. Confidentiality and security of information policies help ensure proper use, handling, and exchange and storage of incident data and system records.

Current Environment

South Dakota Codified Law chs. 1-27 and 23-5 govern Public Records and Files. The policies adopted by local jurisdictions are determined by County States Attorneys and locally elected Sheriffs. Those jurisdictions will also have established protocols regarding where and from whom those records are requested.

Reference Material

SDCL 1-27 Public Records and Files
SDCL 23-5-10 (5) Criminal Identification - Definitions

Assessor Rating

<mark>Meets Minimum Criteria</mark>

Assessor Recommendations

Policy and plans should be developed that specifically point to the pertinent state and local laws that impact 911 data and information. These should be represented in the state plan.

Assessor Notes/Comments

Utilizing compliance visits to ensure that PSAPs are following state/local law regarding data protection is an excellent practice. Requirements are in law but could not find any specific reference to 911 data.

Guideline SC5: The state has a plan and procedures that address the logical security of the system and network.

Guidance

Logical security consists of software safeguards for an organization's systems, including user identification and password access, authentication, access rights and authority levels. Systems (network, data, hardware and users) preventative monitoring will safeguard the information and equipment from unauthorized use, disclosure, damage or loss. The idea is to monitor to prevent and detect holes or security breaches in the system. Network and systems configuration data must be protected from hackers and cyber terrorism. This plan must address data rights management and identity and access management. In an NG911 environment, more consistency in security becomes necessary.

Guideline Cross-Reference(s)	GV1	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
A plan exists that describes the minimum logical security and features to be in place for each system under the state's control. An alert system exists to notify individuals when problems arise.	The plan describes the specific escalation procedures to be in place for statewide emergency communications systems. This plan is used and maintained.	The plan is coordinated with agencies responsible for critical infrastructure protection within the state. This plan is used, maintained, audited, and integrated with statewide escalation procedures.

Rationale

Network and data must be proactively monitored to protect it from unauthorized users and cyber terrorists. An alert system should notify administrators when an intrusion occurs in order to respond appropriately.

Current Environment

The state's NG911 service provider is ISO 9001:2015 certified. Network security monitoring is continually performed, as is continual searches for any anomalous activity. The network is built to withstand DDoS and TDoS attacks. Network security devices and processes are used (firewalls, malware patches, security scans, etc.). Physical security and access is limited to those that have an operational responsibility, for which all activity is audited and monitored.

To date, there are no published escalation processes or plans.

Reference Material

Assessor Rating

Meets Minimum Criteria

Assessor Recommendations

A statewide risk assessment should periodically be conducted to identify where PSAPs and the NG911 provider do not meet physical and/or cyber security standards. Clear demarcation points should be identified for responsibility of security and system response. Escalation processes and plans should be published and address demarcation and responsibilities for OSP vendors the state and PSAPs.

Assessor Notes/Comments
The vendor is compliant and has plans and procedures in place for logical security, and this should be clearly evident in the contract and through the SLAs (redacted).

Guideline SC6: The state has a plan for physical security and access control.

Guidance

This guideline addresses physical security and access control to all aspects of the 911 system, including PSAPs, data centers, and network service providers. Physical security is the perimeter and access control is the means for physical security. Higher or multiple control measures must be set for the computer room and telephony room. Has there been a critical infrastructure assessment? Has PSAP site selection criteria been considered? Is this compliant with the NENA site survivability criteria? Ideally, the premise or building housing the 911 center should only be accessed or visited by personnel from such a center. Visitors must be registered and logged entering and exiting the premises. NENA's Next Generation Security (NG-SEC) document can be referenced. National Reliability and Interoperability Council (NRIC) best practices related to physical security and access control can be used where appropriate.

Guideline Cross-Reference(s)	GV1	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
A plan exists to describe the minimum physical security and access control features to be in place for each facility under the state's control.	The plan describes the minimum physical security and access control features to be in place for primary and secondary PSAPs, system service providers, and originating service providers across the state. This plan is used and maintained.	The plan for primary and secondary PSAPs, system service providers, and originating service providers is coordinated with agencies responsible for critical infrastructure protection within the state. This plan is used and maintained.

Rationale

Physical and access control measures for the 911 system must be in place to guarantee the safety and security of the personnel and the systems.

Current Environment

CenturyLink/Lumen/Intrado's physical security and access is limited to those that have an operational responsibility, for which all activity is audited and monitored. Physical, network, and application security principals are in place.

Physical access to PSAP operations and back rooms is restricted at each PSAP. A written policy for computer system security and preservation of data is required by each PSAP. These are verified as part of the compliance review process.

Reference Material

ARSD 50:02:04:05
Appendix A-1: Sample Compliance Review Form
Appendix A-6: Sample Computer and Information Security SOP (Pennington County 911)

Assessor Rating

Meets Minimum Criteria

Assessor Recommendations
To get to the superior level, the state should make sure that the plans are coordinated, maintained and tested on a regular basis.
Assessor Notes/Comments
Excellent work of monitoring this during compliance visits.

Guideline SC7: PSAP facilities and system facilities are planned, designed and constructed according to accepted site selection and construction standards and best practices.

Guidance

Properly designed or retrofitted facilities support operational and technical requirements of the state level 911 system. It is recognized that there is a need to avoid imposing/funding hardening of other's facilities. However, if a state takes over a network, the state should assume responsibility.

This guideline applies to new PSAP or system facility construction, or the renovation of existing PSAP or system facilities. Best practices include NENA best practices for PSAP site selection criteria 56-506 and others. System facilities include offsite data centers, Network Operations Centers (NOCs) under control of the localities or states, and Security Operations Centers (SOCs) under control of the localities or states. This is not intended for vendors.

Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Binary		

Rationale

Properly designed, planned, and implemented facilities support the technical and operational requirements for the safe and secure operation of a PSAP and system facility.

Current Environment

The State of South Dakota does not have any jurisdiction over local authorities with regard to where their PSAP is located. Compliance standards must be met, requiring physical security and restricted access. 911 surcharge funds cannot be utilized for any type of construction, so local jurisdictions are responsible for funding the physical structure that houses the PSAP. Due to the services provided by the local entities responsible for the PSAP operation, many are located in courthouses that are open to the public; however some are in state of the art, secured and hardened facilities.

Reference Material

Assessor Rating
Does Not Meet Minimum Criteria

Assessor Recommendations

Even though the state does not have jurisdiction over the construction of facilities, they could add to their compliance check a non-graded element to see if facilities meet baseline standards and industry best practices. The state could also produce a list of best practices and standards that PSAPs are encouraged to meet.

Assessor Notes/Comments

None

State of South Dakota

HUMAN RESOURCES / TRAINING

The Human Resources and Training environment outlines the areas where personnel can have an impact on 911. This includes training for staff, establishing standards and certifications, and programs for staff stress management. The people that work in 911 are a critical asset and should be considered in any 911 system.

This category has eight guidelines.

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Guideline HR1: The state has minimum/essential telecommunicator training requirements.		
Guidance		
Training should exist and be the same for all staff who perform telecommunicator duties. Training requirements include specialized training for remote/virtual workers. If the call taking and dispatch functions are separate, the state should require appropriate training for each. Industry-based standards should be met or the state could establish their own standards that meet or exceed APCO/American National Standards Institute (ANSI) Telecommunicator Training, National Fire Protection Association (NFPA), or an equivalent. Areas of focus could include initial training, continuing and remedial training. Training should include how to serve special needs populations. The state should also provide security awareness training and security awareness techniques based on the specific organizational requirements and the information systems to which personnel have authorized access.		
Guideline Cross-Reference(s)	SR18, SC5, HR7	

Minimum Criteria	Advanced Criteria	Superior Criteria
The state has established a training program that meets national training standards or equivalent.	Responsibilities for telecommunicator training are clearly delineated and supported with adequate and sustainable funding.	The state provides and enforces advanced telecommunicator training requirements, which maintain consistency with national training standards. The advanced training requirements are evaluated periodically to maintain effectiveness.

Rationale
A training program and associated requirements improve job performance and decrease liability.

Current Environment
An 80-hour certification class is required of all telecommunicators within the first year of employment as a supplement to the local training program.
Reference Material
SDCL 34-45-24 Training required for employment. ARSD 50:02:04 Public Safety Answering Points (operational standards / training) SDCL 23-3-53 Establishment of the law enforcement officers training fund. SDCL 34-45-31 Creation of a 9-1-1 telecommunicator training fund. Appendix A-9: Basic 9-1-1 Telecommunicator Certification Course Outline

Assessor Rating
Meets Advanced Criteria
Assessor Recommendations
The state meets this standard; however, to remain contemporary or relevant it should be reviewed regularly to consider any emerging technology or current events training.

State of South Dakota

Pursue avenues to offer minimum/essential telecommunicator training requirements approved by the state for all PSAPs operating in South Dakota.

Assessor Notes/Comments
None

Guideline HR2: The state recommends PSAPs have a professional code of ethics for telecommunicators.		
Guidance		
The telecommunicator position should be seen as a profession or career, not just a "job." Having a code of ethics associated with this position is a first step. It is recognized, however, that having a code of ethics or a statement of professionalism does not make a PSAP better, more efficient or more effective. These are directly related to personnel and performance. The state should establish a professional code of ethics or adopt an existing industry code of ethics. This helps assure professional conduct and is a step in professionalizing the telecommunicator position. The code of ethics could be part of a standard operating procedure (SOP) or a training program in a PSAP. An example is APCO's Telecommunicator Code of Ethics.		
Guideline Cross-Reference(s)	Not Applicable	

Minimum Criteria	Advanced Criteria	Superior Criteria
Binary		

Rationale
Telecommunicators should be held to a standard of professional conduct.

Current Environment
Currently, there are no recommendations from the state. Local PSAPs have developed their own ethics policies, one of which is included below.
Reference Material
Appendix A-10: Sample Code of Ethics (Lincoln County Communications)

Assessor Rating
<mark>Does Not Meet Minimum Criteria</mark>
Assessor Recommendations
Recommend that the state, in partnership with PSAPs, develop a professional code of ethics commensurate with other entities in 911 or public safety models (NENA, APCO, DPS, etc.) and require it of all 911 or PSAP-supporting employees. Include this requirement in the PSAP Compliance Review Form.
Assessor Notes/Comments
34-45-26 states "The qualifications shall include minimum age, education standards, physical standards, mental standards, citizenship, character, competence, experience, and reliability." 52.02.04 also discusses hiring standards at PSAP level.

Guideline HR3: All emergency communications staffing positions have an associated job description.

Guidance
911 authorities/PSAPs should have well-developed job descriptions for all staffing positions. Job descriptions should be developed for 911 Coordinators, PSAP managers, telecommunicators, database and IT personnel, and staff working in remote/virtual environments.

Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state provides model job descriptions for each emergency communications position or encourages PSAPs and 911 authorities to share job descriptions.	Job descriptions are detailed and unique to each position.	Job descriptions are reviewed and updated periodically to ensure relevance to changing needs.

Rationale
Specific job descriptions assist staff by clearly defining their roles and responsibilities. They also provide the basis for performance evaluations. Further, defined job descriptions that are used statewide can enable PSAPs and 911 authorities to share staff resources.

Current Environment
Due to the fact that each PSAP is inherently different and has different needs and responsibilities, there are no state model job descriptions. Some telecommunicators also serve as jailers or have other peripheral duties, oftentimes depending on the PSAP location.

Reference Material
Appendix A-11: Example Job Description (Lake County Communications)

Assessor Rating
Does Not Meet Minimum Criteria

Assessor Recommendations
Recommend that the state, in partnership with PSAPs, develop a model job description commensurate with other entities in 911 or public safety (NENA, APCO, etc.) and require it of all 911 telecommunicators. Include this requirement in the PSAP Compliance Review Form.

Assessor Notes/Comments
None

State of South Dakota

Guideline HR4: Comprehensive pre-employment screening for telecommunicators exists within the statewide system.

Guidance
Pre-employment screening can include evaluation, testing, background checks, hearing tests, vision tests, physical tests, psychological tests, drug tests and typing tests. The state could recommend a process, or a process could exist at a local level. In some instances, assessors may look at whether pre-employment testing exists within the state, how widespread it is, and whether the state facilitates it.

Guideline Cross-Reference(s)	Not Applicable

Minimum Criteria	Advanced Criteria	Superior Criteria
The state encourages pre-employment screening at a local level for telecommunicators.	The state requires pre-employment screening for telecommunicators.	An identified funding source provides for the state-required pre-employment screenings.

Rationale
Pre-employment evaluations and testing will help ensure quality staff.

Current Environment
There are no existing statewide standard hiring policies for all cities and counties within the state of South Dakota. Currently, each local agency develops their own criteria, however there are some required in administrative rules, including background check, drug screening, physical and hearing test. Many PSAPs require applicants to take a typing test, and many utilize additional testing. CritiCall is one of the online testing sources utilized.

Reference Material
ARSD 50:02:04:02 PSAP General Operational Standards Appendix A-11: Example Job Description (Lake County Communications)

Assessor Rating
Meets Advanced Criteria

Assessor Recommendations
Recommend that the state, in partnership with PSAPs and in conjunction with CJIS guidelines, develop a common and acceptable list of pre-employment screening criteria to create a baseline for all 911 telecommunicators. Include this requirement in the PSAP Compliance Review Form.

Assessor Notes/Comments
See note on HR2. (To improve on this, the state program office may need to conduct preliminary screenings to produce a hiring pool. Here again, more staff or a contracted service would be needed for this to occur.)

Guideline HR5: The state recommends regular staff performance evaluations are conducted locally.		
Guidance		
Performance evaluations can be used to identify training needs and establish training goals for the upcoming evaluation cycle; identify deficiencies and set expectations for resolving them; identify opportunities for professional development; and determine the level of pay increases. Considerations include if the evaluations are done on a regular basis, whether the state provides any training to help supervisors conduct performance evaluations, whether the evaluations are consistent, and whether the state provides funding.		
Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state recommends all PSAPs/911 authorities provide staff performance evaluations.	The state requires and helps fund performance evaluations.	The state provides guidance on how to most effectively perform staff performance evaluations.
Rationale		
Performance evaluations are an essential means of providing feedback to an employee and identifying needs and/or deficiencies.		

Current Environment
South Dakota does not currently recommend, oversee, or require statewide PSAP staff performance evaluations. These are established and conducted locally at each PSAP.
Reference Material

Assessor Rating
<mark>Does Not Meet Minimum Criteria</mark>
Assessor Recommendations
The state should recommend a performance model evaluation system or best practice to be reviewed and adopted by local governments and hiring authorities. Include this requirement in the PSAP Compliance Review Form.
Assessor Notes/Comments
None

Guideline HR6: The state has a telecommunicator certification program.		
Guidance		
This guideline is intended to recommend professional telecommunicator certification, which carries more weight than just attending training and receiving a certificate. The certification program should define the minimum job skills required for acceptable performance. There should be a process for those who are not able to meet certification requirements. Varying levels of certification should be commensurate with experience.		
Guideline Cross-Reference(s)	SR19	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state has taken measurable steps towards a telecommunicator certification program.	The state has implemented a telecommunicator certification program.	The certification program is consistent with emerging national standards. The certification program is funded and enforced.
Rationale		
Certification helps to ensure professional job performance.		

Current Environment
Telecommunicator certification is required one year from the date of hire. An 80-hour classroom certification course is provided by the Law Enforcement Training Center as outlined in SDCL 34-45. NCIC certification is required within six months of hire.
Reference Material
Appendix A-9: Basic 9-1-1 Telecommunicator Certification Course Outline SDCL 34-45 Emergency Reporting System

Assessor Rating
Meets Superior Criteria
Assessor Recommendations
Recommend that the state develop a recertification program that is periodically updated and delivered to the telecommunicator. Include this requirement in the PSAP Compliance Review Form.
Assessor Notes/Comments
None

Guideline HR7: The state has continuing education guidelines for operational staff.		
Guidance		
Operational staff includes call takers, dispatchers and managers. Continuing education should utilize current standards. The purpose is to increase professionalism and improve skills at a specific position or on a specific topic. There are many options for meeting the continuing education requirement, including, but not limited to exercises and drills, comprehensive position-specific training such as information technology (IT), geographic information systems (GIS), communications manager; or Teletypewriter (TTY) testing.		
Guideline Cross-Reference(s)	SR18, HR1	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state encourages continuing education for call takers, dispatchers and managers.	Minimum continuing education requirements have been established. Continuing education is supported by an identified funding source.	The state monitors, enforces, and audits minimum continuing education requirements to ensure they are being met. Comprehensive position-specific training exists.
Rationale		
Continuing education improves job performance and decreases liability.		

Current Environment
Currently there are no requirements for continuing education at the state level other than EMD. However, as any training information/opportunities are shared with the State Coordinator, they are passed along to PSAP supervisors. South Dakota currently is taking part in a specialized training program for disability awareness funded by the South Dakota Council on Developmental Disabilities.
Reference Material
Appendix A-12: Disability Awareness Training   Appendix A-13: Disability Awareness Training – Train the Trainer

Assessor Rating
<mark>Meets Minimum Criteria</mark>
Assessor Recommendations
Recommend continuing education alongside minimum training requirement.
Assessor Notes/Comments
None

![State 911 Assessment Program logo]

Guideline HR8: The state has a comprehensive stress management program accessible statewide.

Guidance

PSAP personnel routinely process calls involving life threatening/traumatic incidents, and in the future will have to "view" them depending on the technology employed at respective centers.

A model plan has been utilized and shown to be effective over time. A model plan can include preventing post-traumatic stress disorder (PTSD), identifying and treating PTSD, critical incident stress, chronic stress management and family stress programs.

Guideline Cross-Reference(s)	Not Applicable

Minimum Criteria	Advanced Criteria	Superior Criteria
The state encourages having stress management programs available for staff.	The state has identified stress management programs that can be made available to staff and has identified funding sources.	The state defines and requires stress management programs be available to staff; use of the programs is funded by a dedicated source.

Rationale

Communications center personnel deal with life threatening incidents on a daily basis. Preventive stress management and critical incident stress management will help staff deal with these incidents. Such support could reduce turnover and absenteeism.

Current Environment

On a recent statewide PSAP call, a representative from the SD Department of Health was invited to share additional information about a specialized training program geared towards First Responders to help reduce stress on the job, including PTSD. Information was shared regarding a free four-hour webinar offered later that month.

Reference Material

Appendix A-13: First Responders Resiliency Training

https://sdsuicideprevention.org/specific-populations/dispatchers/ Website with resources available to specific populations, including dispatchers

Assessor Rating

Does Not Meet Minimum Criteria

Assessor Recommendations

Recommend stress management alongside minimum training requirement for telecommunicators.

Assessor Notes/Comments

52.02.04.09 (2)(i) allows for funding of training; include "hot topics" or comprehensive programs like stress management as part of training.

State of South Dakota

See recommendation for HR6. If a statewide stress management program doesn't exist within the state, recommend that the 911 office pursue (via contract) providing access to said resource to the telecommunicator upon hiring into the field as well as educate telecommunicators regarding the resources available during their employment. Include this requirement in the PSAP Compliance Review Form.

EVALUATION

The Evaluation environment as a whole relates to how states evaluate and assess their 911 systems. This is an ongoing process to use statewide data for evaluation purposes. It also encourages a practice that is not a standard operating procedure across the board. Some states will have quality assurance and quality improvement (QA/QI), while others will not.

This category has five guidelines.

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Guideline EV1: The state fosters the ongoing evaluation of statewide system(s) quality performance.

Guidance
This guideline refers to the people. The state does not need to have "state specific" standards, as a 911 authority/PSAP may use local standards. A typical quality program would include call reviews and performance. Performance standards could be established at a state or local level, or use already established standards such as NENA 56006 and others. Another factor for consideration is the level of participation within the state for quality evaluation.

Guideline Cross-Reference(s)	SR16

Minimum Criteria	Advanced Criteria	Superior Criteria
The state provides for quality performance based on a set of industry accepted quality standards.	Measurable steps have been taken to implement a quality performance program statewide; the state has a plan for completion.	The evaluation process supports quality improvement and quality assurance; the program has been implemented statewide.

Rationale
A regular review of quality will help to ensure quality of services statewide.

Current Environment
The 911 Coordinator is responsible for the statewide system's quality assurance. Weekly review of trouble tickets and standing calls with the vendor help to ensure the smooth functioning of the statewide NG911 system. Standards are based on the contractually obligated NENA standards and other industry standards.

Reference Material

SDCL 50:02:04:03 Call taking standards.
  Appendix A-1: Sample Compliance Review Form
  Appendix A-14: EMD Call Review Evaluation Form – Pennington County 911
  Appendix A-15: LE Call Review Evaluation Form – Pennington County 911

Assessor Rating
Does Not Meet Minimum Criteria

Assessor Recommendations
A QA Advisory Board/Task Force can be created to develop the program. The office should use available funding to hire additional staff with the assignment of working with the QA Advisory Board to develop the statewide quality assurance program. ECaTS data as reported by PSAPs provide metrics for the program. The office should also host a one-day course in South Dakota on QA in the PSAP. Several QA courses are available from NENA, APCO and vendors. REF: "Quality Assurance: Achieving QA/QC in the PSAP" offered by NENA.

Assessor Notes/Comments

State of South Dakota

The 911 Office should continue to perform compliance reviews but should consider doing it more frequently than once every three years per PSAP. The state and 911 Office should elevate its commitment to quality assurance. A statewide quality performance program should be developed within the next several years in cooperation with PSAPs, consistent with nationally accepted standards for QA.

Guideline EV2: The state has a comprehensive and standardized quality assurance (QA) process for call processing.		
Guidance		
The QA process needs to take into account day-to-day operations for call processing and dispatching.		
Guideline Cross-Reference(s)	SR17	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state recommends that PSAPs have a QA process.	The state mandates a standardized QA process with specific requirements and appropriate funding.	The state audits the standardized QA process.
Rationale		
A standardized QA process improves call handling within a PSAP by identifying weakness and providing opportunities for improvement.		

Current Environment
There are no current standardized call processing QA processes required or audited by the State. Local jurisdictions set their own policy with regard to if/how much/what type of quality assurance is completed. Due to the different EMD software used and specific QA processes required for accreditation, there may be some difficulty in standardizing the QA process. Several of the PSAPs perform QA/QI tests on a regular basis. Pennington County 911 has a Quality Assurance Supervisor who performs these tests.

Two of the PSAPs in South Dakota (Metro Communications and Pennington County 911) have achieved accreditation through the International Academy of Emergency Medical Dispatch (IAED). Metro Communications requires all employees to obtain and maintain NCIC, CPR, EMD, and TDD certifications throughout employment, and each employee is required to have a minimum of 24 hours of continuing education annually. EMD recertification only requires 24 hours every two years, however they follow continuing education standards laid out in APCO's Project 33 certification.

As part of the compliance review process, the 911 Coordinator reviews call recordings in order to verify 1) that a long-term recorder is in place and functioning; and 2) EMD, LE, and Fire protocols are being followed. |
| **Reference Material** |
| Appendix A-17: IAED Accreditation (Metro Communications & Pennington County 911) |

Assessor Rating
Meets Minimum Criteria
Assessor Recommendations
The 911 Office should develop a statewide plan for PSAPs to conduct QA/QI tests at the PSAP level. EMD certification/recertification should be required for all PSAPs. National standards for QA should be adopted.
Assessor Notes/Comments

None

Guideline EV3: The state collects information and data for evaluation and planning purposes.

Guidance
Examples of data to be collected include call receipt times, call processing times and down time. Some 911 authorities/PSAPs may not have an idea of cost or lease out services, but service providers or another entity will have records.

Guideline Cross-Reference(s)	SR23

Minimum Criteria	Advanced Criteria	Superior Criteria
Data is collected from all PSAPs in the state to include all system data at the state level. The state defines the minimum set of criteria based on identified metrics.	Data is analyzed by the state to identify areas for improvement.	The state uses the data to develop strategies to improve 911 services. Data is shared throughout the state with 911 authorities that have provided data.

Rationale
Data can affect performance metrics, quality and cost effectiveness. Use of this data allows the state to analyze the performance of the state 911 system.

Current Environment
As part of the solution provided with the current contract, comprehensive reporting is available at the PSAP level and statewide level through ECaTS. There is no current data analysis performed utilizing these reports at the state level.
An annual 911 fund report is submitted by each county/municipality. An online portal was developed to allow for standardization of the data collected. This data is then used to complete the National 911 Profile Database, as well as the annual FCC Fee Report. Submission of this report is required in administrative rule to be submitted by March 31 annually, which is also tied to receipt of surcharge funds.

Reference Material
Appendix A-2: Sample Annual 9-1-1 Fund Report ARSD 50:02:04:07 Financial Standards 2019 National 911 Progress Report 12th Annual Fee Report to Congress ECaTS Reports available upon request.

Assessor Rating
Meets Minimum Criteria

Assessor Recommendations
The 911 office should develop procedures to use the ECaTS data for performance evaluation. Reports currently prepared for the National 911 Progress Report and the FCC Annual Fee Report to Congress could be assigned to additional staff, if hired, in the 911 Office.

State of South Dakota

Assessor Notes/Comments
None

Guideline EV4: The state utilizes statewide collected data for evaluation purposes.

Guidance
This guideline uses technical system data to evaluate performance quality, cost-effectiveness, and basic customer service information. Evaluation should include stakeholders in the 911 community. Performance should meet industry standards, such as National Fire Protection Association (NFPA) 1221.

Guideline Cross-Reference(s)	SR23	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state has a process to evaluate collected data.	The state's evaluation of collected data is consistent with nationally accepted benchmarks.	The evaluation process supports quality improvement and quality assurance statewide.

Rationale
Utilizing collected data for evaluation ensures the state is able to apply a consistent quality of service statewide.

Current Environment
The current data collection process was mentioned previously, however there is no technical analysis and evaluation at the state level.A weekly review of trouble tickets is performed to determine if there are any issues which are more systemic in nature that would require updates.

Reference Material
Weekly trouble ticket report available upon request.

Assessor Rating
<mark>Meets Minimum Criteria</mark>

Assessor Recommendations
The state should develop procedures to utilize ECaTS data in addition to the analysis of trouble tickets. Performance standards from NFPA, NENA and/or APCO should be adopted.

Assessor Notes/Comments
None

Guideline EV5: The state has guidelines, based on specific metrics, for measuring and managing telecommunicator staffing levels.

Guidance
This guideline is intended to identify staffing requirements based on call volumes; the focus is on the telecommunicators not field units, such as law enforcement. Guidelines may exist for call volume, busy times, or number of units handled per dispatcher. The emphasis is on staffing the PSAP/communications center based on these metrics. For most states this will be a local decision and is often based on budget, but having the state provide guidance/assistance is a step towards ensuring appropriate staffing to meet citizens' needs. Nothing in the guidelines suggests that 911 authorities/PSAPs have to follow the guidelines or that states enforce their guidelines. Some states do not have the statutory authority for this.

Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
Guidelines are based on the use of historical data.	Guidelines are based on the use of industry standards and metrics tools.	Guidelines include the use of predictive levels of need/statistical analysis.

Rationale
Calls that do not get answered, incidents that get delayed in dispatch, and/or units that do not get answered on the radio need to be minimized.

Current Environment
ARSD 50:02:04:02

Pursuant to SDCL 34-45-18.2, upon determination by the Board that the next generation 911 initiative is operational, a PSAP must be continuously staffed with at least two 911 telecommunicators on duty at all times or comply with this rule by any other such arrangement submitted to and approved by the Board. Each alternative compliance arrangement must be supported by a detailed plan that outlines the call handling procedures and dispatch protocols to be utilized in the implementation of the alternative arrangement. An alternative compliance arrangement may include the following:

(a) Primary-secondary PSAP arrangement, wherein a PSAP that is continuously staffed with at least two 911 telecommunicators at all times (primary PSAP) enters into a written agreement with a PSAP that is not continuously staffed with at least two 911 telecommunicators at all times (secondary PSAP) to answer all 911 calls in the secondary PSAP's service area;

(b) Automatic/Manual redirect arrangement, wherein a PSAP that is not staffed with at least two 911 telecommunicators utilizes technology to automatically or manually redirect 911 calls to a PSAP that is staffed with at least two 911 telecommunicators; or

(c) Virtual PSAP arrangement, wherein two PSAPs enter into a written agreement to install connectivity between each PSAP's customer premise equipment (911 phone system) to allow each PSAP to monitor and answer the other PSAP's 911 calls. Both PSAPs must have the ability to dispatch the other PSAP's responders. A PSAP must comply with the requirements of this rule within 90 days of notice from the Board that the determination of operation of the next generation 911 initiative has been made, unless a PSAP chooses to opt out, as provided by statute. |

Reference Material
Appendix A-18: Staffing Minimum Guidelines (Metro Communications)
ARSD 50:02:04:02 PSAP General Operational Standards

Assessor Rating
<mark>Meets Minimum Criteria</mark>

Assessor Recommendations
PSAP staffing levels do not seem to be an issue in South Dakota. The 911 Office should consider using readily available staffing models/guidelines to develop minimum staffing levels and equitable levels of service. As the next generation 911 initiative is fully operational, staffing levels should again be reviewed to ensure efficient staffing. The review can be either in-house or by a contractor.

Assessor Notes/Comments
None

PUBLIC EDUCATION

The Public Education environment outlines areas of education for the general public, appointed/elected officials and stakeholders. A better-informed user community enhances the 911 system. Target audiences should be identified, and specific messages should be tailored for each of them. For example, informational needs differ depending on whether the audience is the general public, people with special needs, emergency responders, or government officials and policy makers. Messages include the appropriate use of 911, when to call, what to call, the limitations of system capabilities and national issues.

This category has five guidelines.

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Guideline PE1: The state has an effective public education program that includes information about the capabilities and appropriate use of 911.

Guidance

The program should be comprehensive; it should identify the target audiences and messages for each of the target audiences, and disseminate the messages using different media. Tracking the effectiveness of the program would include a market research strategy. National education programs can include 911 public educator forums. Coordination with organizations that have related public education programs (such as health departments, Federal Emergency Management Agency [FEMA] and other national organizations) should be considered. States may also educate the public on the limitation of certain communication devices or technologies in terms of their ability to contact 911. A description of the issues associated with technology-specific challenges and limitations should be developed (examples include multi-line telephone system [MLTS], Voice over Internet Protocol [VoIP], and wireless location).

Guideline Cross-Reference(s)	SR22	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state encourages and provides funding for PSAPs and 911 authorities to implement public education programs at the local level. A statewide public education plan, while desirable, is not required.	There is a coordinated multi-media program between the state, local 911, and other public education organizations. The program and information are reviewed, offered and updated annually.	A mechanism exists to track the effectiveness of the program. The state program leverages national programs. The program and information are reviewed, offered and updated periodically.

Rationale

A well-educated community will be better prepared when the need to contact 911 arises, and to understand the appropriate use and limitations of the 911 system.

Current Environment

With the implementation of statewide text-to-911, an outside vendor was utilized to produce a PSA to help educate the public. Paid social media and organic social media was also used. Flyers, magnets, and other promotional materials were distributed to local PSAPs and state Driver Exam stations to post in prominent public traffic areas. There is no comprehensive program or strategic plan related to public education, however many local jurisdictions do some of their own public education. Metro Communications in Sioux Falls is utilizing surcharge funds to purchase a simulator to help with public education.

The Department of Public Safety has sponsored DPS Day at the Fair for several years, where DPS displays educational information, hands out promotional items, and interacts with the public.

Most PSAPs in the state do some sort of public education/outreach with their local community. Examples include a 911 dispatcher going to a YMCA youth safety education program called Safety Town, which is taught several times during the summer months. Brown County Communications in Aberdeen, SD, participates in National Night Out where local law enforcement and their 911 center staff have a booth. They hand out candy, a bracelet, and information card on when/how to dial 911 and have a display of what their dispatcher screens and call information looks like.

Reference Material

Text-to-9-1-1 public education materials available on request.

Text911SD.com Website landing page (includes most of above public education materials)

Appendix A-19: Public Education Program for Kids – Safety Town Presentation (Central South Dakota Communications)

National Night Out City of Aberdeen website (Brown County Communications)

Assessor Rating
Meets Minimum Criteria

Assessor Recommendations
As part of the updated 911 Master Plan, the Office should consider strengthening its public education efforts by developing and implementing a Public Education Plan to include activities, costs, and responsibilities. PSAPs and 911 Authorities will be encouraged to provide increased levels of public education. Additional messaging to targeted audiences (e.g., preschool students, Safety Town Programs, seniors) should be encouraged, with funding. The 911 Office should consider hiring staff to manage a statewide public education program, among other job responsibilities The state should consider supplementing their Educational Plan with resources available from existing Public Safety programs, such as the National 911 Program, NFPA, NENA, APCO, etc.

Assessor Notes/Comments
Most PSAPs/911 Authorities do some form of public education within their communities. Admittedly, it is sporadic and often tied to community events with opportunities for public safety to be involved. These events, however, reach only a small percentage of residents.

Guideline PE2: The state has a 911 education program for appointed/elected officials and policy makers.

Guidance

Officials need to understand the capabilities and limitations of 911 in order to appropriately support it and set appropriate policy. Every state has a different model for public education based upon unique state issues and needs. An education program for appointed/elected officials may include existing forums such as 911 Goes to Washington, statewide conferences, and regional association conferences. A description of the issues associated with technology-specific challenges and limitations should be developed (examples include multi-line telephone system [MLTS], Voice over Internet Protocol [VoIP], and wireless location).

Guideline Cross-Reference(s)	SR22	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state has a plan and program to reach out to officials to educate them on 911 issues, including governance, technical and operational matters.	Information is updated and offered annually. The state offers a program to local and state government officials.	A mechanism is in place to track the effectiveness of the program. The state program leverages national programs and outreach.

Rationale

Individuals in leadership roles and in regulatory and legislative positions need to understand the current and changing environment of public safety communications as it relates to 911. Education can include the capabilities/limitations and appropriate use of 911.

Current Environment

Historically, Board and DPS staff have handled lobbying 911 legislation and/or responding to questions from elected officials in compliance with DPS's protocols.

Reference Material

Assessor Rating

Does Not Meet Minimum Criteria

Assessor Recommendations

The SD 911 Office should provide DPS staff with updated information about the state 911 Program, prepared in a way that can easily be transmitted to state legislators. A well written summary of the value of the statewide 911 Program and how investment in NG911 improves 911 service throughout the state to help ensure long-term, high quality 911 service should be prepared and regularly updated for distribution to appointed/elected officials and policy makers. A 911 Goes to Pierre event should be considered as an outreach to state legislators and administrators.

Assessor Notes/Comments

Invitations to state legislators to visit PSAPs in their communities are always effective given that most have never been to a PSAP. APCO and NENA Chapters can help coordinate these visits.

Guideline PE3: The state has identified special needs populations and developed specific educational programs for each.

Guidance

The minimum criterion focuses on the ADA; any program beyond that is considered advanced or superior. Special needs communities include but are not limited to non-English speakers, deaf and hard of hearing, young children, seniors, speech impaired, and vision impaired populations, as well as those hesitant to contact 911 for cultural or demographic reasons. Evaluation can be done in the form of questionnaires out to the community. Another consideration is the level of participation within the state that utilizes quality evaluation.

Guideline Cross-Reference(s)	SR22	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state has a plan and program to educate stakeholders and advocacy groups in federal Americans with Disabilities (ADA) requirements.	In addition to providing education on ADA requirements, the state has an educational program for special needs communities.	The state evaluates the effectiveness of the educational program and has a documented process to make appropriate updates at least annually.

Rationale

Special needs communities have unique challenges when contacting 911, and PSAPs have unique challenges in being able to respond to callers with special needs. The particular obstacles presented in communicating with the special needs community require the highest level of attention.

Current Environment

Local emergency response plans may incorporate outreach for 911 specific services to special population communities. There are no educational programs presently in place for special needs populations. South Dakota currently is taking part in specialized training program for disability awareness funded by the South Dakota Council on Developmental Disabilities

Reference Material

Appendix A-11: Disability Awareness Training
Appendix A-12: Disability Awareness Training – Train the Trainer

Assessor Rating

Does Not Meet Minimum Criteria

Assessor Recommendations

The SD 911 Office should continue to participate in South Dakota Council on Developmental Disabilities (SDCDD) or equivalent organizations training as it is offered. The Office should consider preparing a summary document to distribute to PSAPs for their use in training to meet the needs of special populations.

Assessor Notes/Comments

None

Guideline PE4: The state has specific 911 educational programs for children at all grade levels.

Guidance
The state can participate in National 911 Education Month and utilize materials provided at a national level to promote 911 education. Other examples of state-level programs could include public service announcements. Messages should be age appropriate.

Guideline Cross-Reference(s)	SR22

Minimum Criteria	Advanced Criteria	Superior Criteria
The state prepares and makes available to 911 authorities printed or electronic training materials to educate on the uses and misuses of 911.	The state has a documented working relationship with the state education department to develop a minimum curriculum for comprehensive 911 education.	The state monitors and evaluates the working relationship with the state education department for 911 educational programs and updates the program as necessary.

Rationale
The educational needs of young children, teens, and young adults differ. State 911 education programs should include appropriate messages for all grade levels so they understand how to utilize 911 properly.

Current Environment
There is no current educational program developed or strategic plan that includes public education related to 911. The only information currently available to the public is a page on the website dedicated to education efforts specific to educators and children.

Reference Material
DPS Website - 9-1-1 Resources for Kids and Educators

Assessor Rating
Does Not Meet Minimum Criteria

Assessor Recommendations
As part of the updated 911 Master Plan, the Office should prepare a Public Education Plan that includes how to utilize National 911 Education Month (April) to educate children at all grade levels.

Assessor Notes/Comments
PSAPs would provide input to the Plan and be encouraged to modify Plan elements to meet the needs of their respective communities. The DPS website should also be reviewed and updated at least annually.

State of South Dakota

Guideline PE5: The state has an educational program for emergency responders.		
Guidance		
Emergency responders include, but are not limited to, first responders, emergency management agencies (EMAs) and homeland security. Capabilities of the 911 system include call handling, dispatch, data and incident management.		
Guideline Cross-Reference(s)	SR22	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state prepares and makes available to 911 emergency responders printed or electronic training materials to educate them on the capabilities of 911 systems.	The state has a documented working relationship with emergency responders to develop a minimum curriculum to educate on 911 capabilities.	The state monitors and evaluates the working relationship with emergency responders and updates the program as necessary.
Rationale		
Emergency responders should be educated about the capabilities and appropriate use of 911 to guide their own use of 911 and to allow them to assist in educating the public.		

Current Environment
There is not an education program in place for emergency responders, however the 911 Coordinator is appointed a seat on the Public Safety Communications Council. Many first response agencies are represented at this council and are the liaison in sharing information with their respective entities. The 911 Coordinator is also part of the South Dakota Office of Homeland Security and Office of Emergency Management Senior Advisory Committee (HSEMSAC).
Reference Material
South Dakota Public Safety Communications Council Bylaws Appendix A-6: HSEMSAC Charter and Code of Conduct

Assessor Rating
Does Not Meet Minimum Criteria
Assessor Recommendations
The State 911 Office, through its involvement with the Public Safety Communications Council and the HSEMSAC, should prepare a summary document describing 911 service in South Dakota and how NG911 will improve that level of service in the future. Topics should include national initiatives such as text-to-911 and Kari's Law for MLTS locations. The document should be sent to first responders, emergency management agencies (EMAs) and homeland security, as well as be available to the public. This document could be staff or contractor prepared with review by the 911 community prior to publication.
Assessor Notes/Comments
None

NEXT GENERATION 911 (NG911) MATURITY MODEL

The Next Generation 911 (NG911) Maturity Model section outlines the items that a state should have implemented to enhance 911 system infrastructure. Examining these against a state's current infrastructure will enhance the efficiency and effectiveness of the 911 system.

This category's guidelines are adapted from the Next Generation 911 (NG911) Maturity Model, which was developed by the Federal Communications Commission's (FCC) Task Force on Optimal Public Safety Answering Point Architecture (TFOPA). TFOPA is a federal advisory committee chartered under the Federal Advisory Committee Act (FACA) to provide recommendations to the FCC regarding actions states, public safety answering points (PSAPs), and 911 authorities might take to enhance security, operations, and funding as NG911 migration occurs.

The maturity model, otherwise known as the NG911 Readiness Scorecard, identifies essential elements which are necessary to be present within each NG911 Implementation Maturity State as defined later in the document. It should be noted that the NG911 Readiness Scorecard is limited to essential elements and is not meant to be all inclusive.

Further information on TFOPA, including its charter, the final report, and the development of the NG911 Maturity Model can be found online at: www.fcc.gov/about-fcc/advisory-committees/general/task-force-optimal-public-safety-answering-point

 This category has nine guidelines.

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Guideline NG1: The state has a permanent governing body that provides statewide coordination of NG911, strategic planning and funding.		
Guidance		
Governance addresses the structured oversight of the 911 authorities and identifies whether there is a governing body with documented and tracked planning and implementation efforts. Coordination indicates whether all participating entities within the jurisdictional scope have agreed upon cooperation and going forward strategies and plans. Funding and Resources indicate that the funding and resources necessary to execute the NG911 plan have been identified, or a strategy is in place to secure those funds and resources as necessary points during the plan execution. Governance structure is ongoing, providing the coordination and administration of the entire NG911 service system after implementation.		
Guideline Cross-Reference(s)	GV1, GV2, GV3, GV4, SR4	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state has a governing body for NG911, but its scope of authority does not completely provide for strategic planning, statewide coordination, resources and funding.	The state has a governing body for NG911 that provides resources and funding.	The state has a governing body for NG911 that provides resources and funding, as well as strategic planning and statewide coordination.
Rationale		
A mature governance structure helps improve organization and coordination across the state, increasing inefficiency and desirable outcomes.		

Current Environment
The Board has the statutory authority and mandate to plan, coordinate the 911 system, and disburse funding, among other specific items in SDCL 34-45-20. Direction from and involvement with national organizations such as NASNA and NENA provide guidance for NG911 efforts. SDCL 34-45 established a funding mechanism for the state to support 911 statewide, including NG911 implementation. Additionally, one of the main goals of participating in this assessment is to work on the development of a new 911 Master Plan.
Reference Material
SDCL 34-45 Emergency Reporting System State 9-1-1 Master Plan

Assessor Rating
<mark>Meets Advanced Criteria</mark>
Assessor Recommendations
911 Master Plan should be updated and should include and address all National 911 Assessment Guidelines. 911 Office staffing should be increased to adequately achieve and maintain strategic plan goals, objectives, and sustenance and support of statewide 911 capabilities. To the extent possible, tribal and other 911 entities should be included in the state's NG911 network and compliance requirements.

Assessor Notes/Comments
911 Master Plan is too old to reflect upgrades, improvements, and sustenance of the State 911 Program. Overdependence of a single professional staff resource to plan, ensure compliance, and coordinate programmatic improvements to the program. The process for making major statewide changes to 911 will need additional capacity to implement major changes across the state. Tribal, DoDand DoI 911 issues are still outside of the state program.

Guideline NG2: The state should provide 911 call routing and location using an ALI database, geospatial routing, and Location Information Servers (LIS).

Guidance

Routing and Location define the systematic approach that is used to determine 911 call routing and the supporting data functions. Legacy 911 calls are processed by relating the calling telephone number to an Emergency Services Number (ESN) that then defines the primary and secondary PSAPs. NG911 utilizes geospatial routing by using the caller's location information and a set of PSAP jurisdictional polygons to determine the primary PSAP. A fully deployed NG911 implementation assumes OSPs have changed the means by which they deliver 911 calls, but it is not realistic nor expected that OSPs will change together or complete their changes anytime soon. Therefore, the model is complicated by mechanisms to "transition" from legacy methods to NG911 methods. The legacy ALI DBMS provides location information based on the caller's telephone number and its equivalent is required until all OSPs deliver location information with their 911 call setup messages or provide LIS capabilities. The National Forest Guide is a capability necessary when Nationwide OSPs require a capability to determine which ESInet to direct a given 911 call. "Hierarchical Forest Guides Populated" indicates a provisioning capability for various Forest Guides to share the routing polygon (ESInet or PSAP Jurisdictional boundary) information.

Guideline Cross-Reference(s)	OP1, ST2, ST4

Minimum Criteria	Advanced Criteria	Superior Criteria
The state provides 911 call routing and location using legacy selective routers ESN information and legacy ALI database.	The state provides 911 call routing and location through the ESInet. This may include using a transitional process that uses the IP Selective Routing, an ALI database and geospatial routing.	The state provides 911 call routing and location using an ALI database, LIS and geospatial routing through the ECRF and ESRP.

Rationale

Routing and locational capabilities help efficiency and effectiveness of the system. A lack of these capabilities can increase inefficiency and decrease desirable outcomes.

Current Environment

The 28 PSAPs on the Lumen statewide hosted CPE and ESInet have transitioned from legacy call routing to IP selective routing. GeoComm has been contracted to provide GIS services and to develop a seamless statewide dataset. GeoComm also provides a statewide portal for local jurisdictions to upload their information into DataHub. QA/AC of the data submitted is performed on a regular basis with a goal of getting to 98% data accuracy for i3 geospatial routing migration. The 28 PSAPs on the statewide hosted solution also utilize the same ALI database. Following the i3 geospatial routing migration, South Dakota will begin the OSP migration process. The state is currently providing 911 call routing and location using an ALI database. The active geospatial routing project will include a migration to LIS and geospatial routing through the ECRF and ESRP.

Reference Material

GIS Data Submission Portal Training Webinar

Assessor Rating
Meets Advanced Criteria
Assessor Recommendations
Increase 911 Office staffing to support and oversee all 911 geospatial and GIS activities and contracts related to NG911 location capabilities.
Assessor Notes/Comments
None

Guideline NG3: GIS data practices and capabilities should be established.

Guidance
GIS Data is a fundamental element of NG911 but is not utilized for legacy 911 call routing. These selection items define steps to plan, process, and utilize GIS data for NG911. Selection items are included that represent the NENA i3 functional elements that receive and utilize GIS data to complete call routing functions. The exchange of jurisdictional boundaries indicates an automated mechanism where an ESInet ECRF (or Forest Guide function) automatically keeps a neighboring ESInet ECRF updated with its jurisdictional polygons to allow for 911 call hand-offs and call transfers. GIS data is also utilized with NG911 for the Location Validation Function (LVF) and to support mapping services for the PSAPs.

Guideline Cross-Reference(s)	Not Applicable	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state has planned or is in progress of implementing a NG911 Dataset Creation project.	The state has created a NG911 Dataset, and the data has been formatted for Emergency Call Routing Function (ECRF) and Policy Routing Function (PRF).	The state has met the advanced criteria as well as formatted the data for Location Verification Function (LVF).

Rationale
GIS Data capabilities help efficiency and versatility of the system. A lack of these capabilities can increase delays and foster confusion.

Current Environment
The hosted CPE integrates with and supports ECRF, PRF and LVF, and LIS capabilities. The state is in the process of transitioning from legacy call routing to geospatial routing functionality.

Reference Material
Appendix A-20: Lumen Network Diagram

Assessor Rating
Meets Minimum Criteria

Assessor Recommendations
Increase 911 Office staffing to support and oversee all 911 geospatial and GIS activities and contracts related to NG911 location capabilities.

Assessor Notes/Comments
None

Guideline NG4: NG911 Core Services Elements are incorporated.

Guidance

The state should incorporate the NG911 Core Services Elements – a Legacy Selective Router Gateway (LSRG), Location Verification Function (LVF), Emergency Services Routing Proxy (ESRP), and Emergency Call Routing Function (ECRF) – into its architecture.

The central Core Services functions provide the logical processing interactions between the delivery of calls and data from the OSE, additional data and delivery to PSAPs, and provide the features to support management of how the NG911 service accomplishes this under normal and abnormal conditions. NG Core Service Element capabilities are an itemized list of the functional capabilities defined by the NENA i3 architecture. As stated in the NENA i3 specification, it is not appropriate to identify a box or component that performs the functional services, but instead just to identify that the infrastructure somehow does accomplish the functional capabilities defined for each item. Except for the "Border Control Function (BCF)," this area of interest is not applicable to IP Selective Router (IPSR) scenarios. These selection items become relevant when the NG911 transitional architecture is implemented through the time period that the NG911 end-state is achieved, e.g., when all OSPs deliver 911 services via IP protocols and include delivery of location information at call setup time. NG Core Service operations, organizational planning, and staffing are discussed in the relevant Important Considerations section below.

Guideline Cross-Reference(s)	ST1, ST2, ST6	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state has a LSRG, LVF, LNG and LPG.	The state has the functional elements in the minimum criteria, plus the ESRP and ECRF.	The state has a fully functioning NG911 system and is in the process of removing the LNG and LPG.

Rationale

NG911 Core Service Elements help the effectiveness of the system. A lack of these capabilities can increase delays and undesirable outcomes.

Current Environment

The solution utilizes Legacy Selective Router Gateways (LSRG), Legacy Network Gateway (LNG), Legacy PSAP Gateways (LPG), Emergency Services Routing Proxy (ESRP), Policy Routing Function (PRF), and Emergency Call Routing Function (ECRF) into its architecture. It is on the Lumen roadmap to partner with the state of South Dakota to remove the LNG and LPG from the existing NG911 environment.

Reference Material

CenturyLink NG9-1-1 Contract CenturyLink Contract Exhibit A Section 3.9.1

Assessor Rating

Meets Advanced Criteria

Assessor Recommendations

Pursue activities to include all tribal, DoD and DoI PSAPs on the ESInet and make other core service assets and utilization uniform across the state.

Assessor Notes/Comments
None

Guideline NG5: The state maintains network (OSE and ESInet) capabilities.

Guidance

The network area capabilities represent the various technology mechanisms for connecting external entities to either a legacy selective router or functions within an ESInet for the purposes of processing 911 calls. Legacy call circuit mechanisms are primarily TDM based technology (e.g., SS7, CAMA) and NG911 moves to IP-based technology with application specific protocols such as SIP and RTP. In some cases, IP technology can be deployed as a replacement for a legacy TDM technology before completely embracing the NENA i3 defined functional interface model, such as an OSP using IP technology call delivery to an ESInet IP Selective Router without including a location object representing the caller's location. E2 circuits are the legacy wireless capabilities to retrieve location information and will be required until all OSPs that allow location update transactions deliver caller's location information at call setup time. ESInet to ESInet connections will occur as neighboring jurisdictions implement ESInets and require the ability to exchange 911 calls.

Guideline Cross-Reference(s)	ST2, ST6, SC7	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state has an Ingress Network (non-IP), an Egress Network (non-IP), traditional ALI data circuits and E2 circuits.	The state has an OSP and Ingress Network (non-IP), an Ingress – IP (ESInet), an Egress – IP (ESInet), and interconnections beyond the ESInet boundary and E2 circuits.	The state has an OSP/OSE, Ingress – IP (ESInet), Egress – IP (ESInet), and interconnections beyond the ESInet boundary.

Rationale

Network (OSE and ESInet) capabilities help efficiency of the system. A lack of these capabilities can increase delays and ineffectiveness.

Current Environment

The Lumen NG911 solution in South Dakota takes advantage of the legacy selective router gateways as an aggregation point. The solution provides all routing through the NG911 network outside of the legacy equipment. The roadmap for the future solution will include both TDM and IP ingress connectivity options for all OSPs to connect directly to the NG911 Points of Interface (POIs).

Reference Material

Assessor Rating

Meets Advanced Criteria

Assessor Recommendations

Work closely with Lumen and OSPs to facilitate continued progress on implementing the future solution goal to include both TDM and IP ingress connectivity options for all OSPs to connect directly to the NG911 system.

Assessor Notes/Comments

Still a work in-progress; dependent on Lumen to lead the transition to the future solution for OSPs to transition to direct connectivity to the NG911 POIs.

Guideline NG6: The state uses a PSAP call handling system and applications.

Guidance

Legacy Call Handling Systems are defined by their use of CAMA trunk interfaces and legacy ALI interfaces. The first step toward NG911 is upgrading call handling equipment to be an IP technology-based system and optionally may include replacing the legacy CAMA TDM circuits with the ATIS defined IP technology based transitional RFAI protocol. The NENA i3 defined functional entities interact with PSAP CHS and other applications via the IP based interface protocols referenced within the NENA i3 specification. An i3 PSAP would implement all the NENA i3 defined protocols (including SIP, RTP, HTTPs, LoST and HELD) and the i3 compliant software to allow interaction with NG Core Service functions. An i3 PSAP Multimedia Call Handling System 16, which includes a terminating ESRP, is required to be present in an NG911 end state system.

Mapping is the capability to display caller's location information on a map at the PSAP's 911 Call Handling positions. Interim text-to-911 (SMS) is the capability of an OSP provided Text Control Center (TCC) to message to a PSAP, but ultimately the TCC can interface to the NENA i3 functional elements that then deliver text-to-911 to the PSAP CPE while incorporating NG911 policy rules. Multimedia refers to both Real Time Text (RTT) capabilities and services such as a PSAPs ability to receive video from external sources as a data application. Logging & Recording at the PSAP is per local PSAP functions.

Guideline Cross-Reference(s)	ST2	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state uses a legacy call handling system.	The state uses an IP-based call handling system as well as mapping and text-to-911 (SMS).	The state uses an i3 PSAP (terminating ESRP) multimedia call handling system and mapping, text-to-911 (SMS), multimedia, and logging and recording capabilities.

Rationale

A PSAP call handling system and applications help comprehensiveness of the system. A lack of these capabilities can increase undesirable outcomes.

Current Environment

The state of South Dakota has IP-based call handling and text-to-911, and can add multimedia on request. Should the wireless carriers in the state choose to provide multimedia consistently, the state can readdress the necessity of the functionality at that time. Text and voice logging and recording are done through local means at the PSAP. The text logging is provided through the ESInet system.

Reference Material

Assessor Rating

Meets Superior Criteria

Assessor Recommendations

Tribal , DoD and DoI PSAPs need to be added to the state's NG911 system as soon as possible and is feasible given funding jurisdictional, political, and interjurisdictional issues. Add additional 911 Office staff to allow greater focus on this effort.

Assessor Notes/Comments

The statewide CPE call handling system and ESInet implementation supports the Superior rating. Text-to-911 has been rolled out but not clear about plans for pursuing implementation of common PSAP statewide logging and voice recording capabilities and other applications over the ESInet.

Guideline NG7: The state maintains system security.		
Guidance		
Security includes capabilities, operations, and best practices expected at the ESInet, the NENA i3 functional elements, PSAP,and all external facing interfaces.		
Guideline Cross-Reference(s)	SC3, SC4, SC5, SC6, SC7	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state has identified the information assets and categorized the information systems and the information processed, stored, and transmitted by that system based on an impact analysis. The state has also established security controls for the information system based on its categorization, assessment of risk, and local conditions.	The state has met the minimum criteria, as well as implemented identified and applicable security controls, adhering to all relevant laws, regulations, and customer requirements.	The state has met minimum and advanced criteria, as well as implemented procedures to examine and analyze the operational environment and to report on the security state of the organization.
Rationale		
Security protocols help protect the system. A lack of these capabilities can increase breaches of information.		

Current Environment
The Lumen Managed Emergency Call Handling solution implemented in the state of South Dakota meets and exceeds the security criteria as defined in the NENA NG-SEC specifications for NG911 security. Lumen, in partnership with Intrado, has implemented a defense-in-depth information security methodology with infrastructure in place to control and monitor network interfaces and traffic, and limit connectivity to known, trusted sources. Implementation of security infrastructure including firewalls, IPS/IDS, anti-virus/malware agents, and centralized event logging allow for granular visibility and control across the network. Internal vulnerability monitoring has been implemented across our network, conducting scans on a monthly basis, on-demand, or when major changes have been made to infrastructure elements. In addition to internal vulnerability monitoring, we complete annual penetration testing using a third-party security vendor in order to identify potential exposures and vulnerabilities present on NG911 systems. The testing is designed to simulate an attack from a malicious outsider against externally networked systems. Due to the nature of our network and high availability requirements, testing that could potentially cause system instability or network disruption is performed in a controlled manner to limit the potential impacts to our products and services.
Reference Material

Assessor Rating
Meets Superior Criteria
Assessor Recommendations

State of South Dakota

No Recommendation
Assessor Notes/Comments
Agree with the rating. System security is completely dependent on contractual responsibility and compliance.

Guideline NG8: The state has adopted comprehensive operational planning.		
Guidance		
Operational planning addresses aspects of execution, oversight, plan management, and efforts to support ongoing evolution with the planning of NG Core Services, ESInet and PSAP operations, and the transition to the NG911 processing model and services.		
Guideline Cross-Reference(s)	OP1, OP2, OP3, OP4, OP5, OP6, OP7, OP8, OP9	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state has NG911 operational planning in progress, knows the amount of staff needed, and has made a 911 plan update.	In addition to the minimum criteria, the state has trained staff.	In addition to the advanced criteria, NG911 operational procedures have been developed and implemented.
Rationale		
Operational planning helps the preparedness of the system. A lack of these capabilities can increase inefficiency.		

Current Environment
All PSAPs in the statewide ESInet solution are fully trained on the NG911 operational procedures that have been developed and implemented. ECaTS reporting provides an on-demand view of the network to give the state the information needed to make decisions about future staff planning. The state completes continuous auditing activities and collaborates with Lumen on future technology enhancements.
Reference Material

Assessor Rating
<mark>Meets Minimum Criteria</mark>
Assessor Recommendations
Continue to explore and pursue use of Broadband networks to enhance resiliency of the 911 Network. Review Compliance Checklist to ensure that industry accepted operational standards are specifically included to support existing and any newly implemented technical capabilities. Filling the NG911 Project Manager position could assist with meeting this objective.
Assessor Notes/Comments
Need more information to flesh out the term "Operational Planning" beyond the technical aspects of how 911 calls are delivered.

State of South Dakota

Guideline NG9: The state maintains optional interfaces.

Guidance

The state should maintain optional interfaces that interconnect with the ESInet but expand beyond NGCS primary functions. A component classified as an optional interface may be necessary to overall PSAP operations (including CAD, hosted recorders and GIS), but is considered to be optional because it is in addition to basic NGCS functionality. Any optional interfaces must comply with industry interface standards and must not interfere with the functionality or securing of NGCS.

Guideline Cross-Reference(s)	ST4, SR12	
Minimum Criteria	**Advanced Criteria**	**Superior Criteria**
The state has implemented a CAD and Broadband Field Network.	In addition to the minimum criteria, the state has implemented additional data.	In addition to the advanced criteria, the state has implemented personal information data.

Rationale

Optional interfaces help the comprehensiveness of the system. A lack of these capabilities can impact coordination and communication.

Current Environment

Local PSAPs have integrated CAD, hosted recorders, and GIS functionality as appropriate for their communities. The state will consider statewide implementations as appropriate to meet local needs as funding allows.

At a state level, South Dakota has an interconnection JPA with North Dakota and is part of the Interstate Playbook group with North Dakota, Minnesota and Iowa.

Reference Material

https://www.911.gov/pdf/National_911_Program_NG911_Interstate_Playbook_2016.pdf

Assessor Rating

Meets Advanced Criteria

Assessor Recommendations

Updated Master Plan needs to include future desired interfaces that promote 911 call taking and dispatch capabilities. Expansion of and integration of CAD interfaces should be encouraged to allow and maximize the sharing of information and the future support of a common regional or statewide CAD system.

Assessor Notes/Comments

Most PSAPs are using the same CAD vendor; perhaps future planning should include using ESInet capacity and capabilities to promote a greater regional or even statewide use of a common CAD.

Appendix A – State-provided Documentation

Documentation may be found on the following pages.

State of South Dakota

Appendix B – Public Comments Received

State will attach any public comments received in Appendix B.

Appendix C – Presentation Slides

State will attach any presentation slides in Appendix C.

State of South Dakota

National 9-1-1 State Assessment
Executive Summary

South Dakota is the sixteenth largest state in terms of geographic size encompassing 77,123 square miles with a population of approximately 893,000 in 66 counties. South Dakota's two largest cities are Sioux Falls and Rapid City, respectively.

The state's 9-1-1 system is comprised of 28 Public Safety Answering Points (PSAPs), which are on the hosted state system providing 9-1-1 service to the citizens of the state. An additional five PSAPs in South Dakota are operated by tribal or federal authorities and are not part of the state system at this time. The 9-1-1 surcharge was established in 1989 to provide a portion of the funding necessary for 9-1-1 services. The surcharge has since been legislatively updated to provide permanent, sufficient funding for 9-1-1. The 9-1-1 Coordination Board was created in 2008, which employs a State 9-1-1 Coordinator within the Department of Public Safety. The Board has the authority to promulgate rules regarding operational standards, coordination of service, and expenditures.

Under the Board's coordinating efforts, South Dakota has been transitioning to a Next Generation 9-1-1 (NG9-1-1) system. In 2019, the 28 state PSAPs began migrating to the Emergency Services IP network (ESInet) and reached completion in early 2020. Part of the transition for each of these PSAPs included installation of the state hosted Call Processing Equipment (CPE), which was performed PSAP by PSAP as they migrated to the ESInet as part of Lumen's Managed Emergency Call Handling solution. After Text-to-9-1-1 was deployed in March of 2021, all state PSAPs are capable of receiving texts to 9-1-1.

The goal of this assessment is to assist the Board and State 9-1-1 Coordinator in identifying any deficient areas. Once identified, these areas can then be addressed with the formulation of an updated State Master Plan, outlining the roadmap and strategic plan to continue to provide a robust 9-1-1 system within the State of South Dakota for years to come.

Regards,

Maria King

State 9-1-1 Coordinator

Appendix A- State-provided Documentation
Documentation may be found on the following pages.

A-1: Compliance Review Form

A-2: Annual 9-1-1 Fund Report

A-3: Policy Routing Agreement

A-4: NG9-1-1 System User Agreement

A-5: SD 9-1-1 Coordination Board Bylaws

A-6: HSEMSAC Charter & Code of Conduct

A-7: SD Office of Emergency Management IPAWS Alert Procedures

A:8: Computer / Information Security SOP (Pennington County 911)

A-9: Basic 9-1-1 Certification Course Agenda

A-10: Code of Ethics (Lincoln County Communications)

A-11: Job Description (Lake County 911)

A-12: Disability Awareness Training

A-13: Disability Awareness Training – Train the Trainer

A-14: First Responders Resiliency Training

A-15: EMD Call QA Review (Pennington County 911)

A-16: LE Call QA Review (Pennington County 911)

A-17: IAED EMD Accreditation (Metro Communications / Pennington County 911)

A-18: Staffing Minimum Guidelines (Metro Communications)

A-19: Public Education Program for Kids (Central South Dakota Communications)

A-20: Lumen Network Diagram

SD Department of Public Safety
Compliance Review Checklist
Public Safety Answering Points
ARSD 50:02:04

PSAP: Review Date:
PSAP Representative: Reviewer:

50:02:04:01. Definitions. Terms defined in SDCL 34-45-1 have the same meaning in this chapter. In addition, the following terms used in this chapter mean:

(1) "Board," the South Dakota 911 Coordination Board established pursuant to SDCL 34-45-18;
(2) "County 911 Coordinator," the person in each county responsible for maintaining the master street address guide (MSAG), resolving 911 database problems, or serving as the point of contact between the county and telephone service providers and the 911 service provider;
(3) "Generally accepted accounting principles," accounting principles for governmental entities as defined in ARSD 20:75:05:06;
(4) "Governing body," the board of county commissioners of a county or the city council or other governing body of a county or municipality or the board of directors of a special district;
(5) "PSAP," a public safety answering point as defined by SDCL 34-45-1 (13);
(6) "911 telecommunicator," any employee of the state, or any political subdivision thereof, whose primary full-time or part-time duties are receiving, processing and transmitting public safety information received through a 911 emergency reporting system.

50:02:04:02. General operational standards. The general operational standards for a PSAP shall be as follows:

(1) A PSAP must be operational 24 hours a day, seven days a week;
(2) Pursuant to SDCL 34-45-18.2, upon determination by the board that the next generation 911 initiative is operational, a PSAP must be continuously staffed with at least two 911 telecommunicators on duty at all times or comply with this rule by any other such arrangement submitted to and approved by the board. Each alternative compliance arrangement must be supported by a detailed plan that outlines the call handling procedures and dispatch protocols to be utilized in the implementation of the alternative arrangement. An alternative compliance arrangement may include the following:
    a. Primary-secondary PSAP arrangement, wherein a PSAP that is continuously staffed with at least two 911 telecommunicators at all times (primary PSAP) enters into a written agreement with a PSAP that is not continuously staffed with at least two 911 telecommunicators at all times (secondary PSAP) to answer all 911 calls in the secondary PSAP's service area;
    b. Automatic/Manual redirect arrangement, wherein a PSAP that is not staffed with at least two 911 telecommunicators utilizes technology to automatically or manually redirect 911 calls to a PSAP that is staffed with at least two 911 telecommunicators; or
    c. Virtual PSAP arrangement, wherein two PSAPs enter into a written agreement to install connectivity between each PSAP's customer premise equipment (911 phone system) to allow each PSAP to monitor and answer the other PSAP's 911 calls. Both PSAPs must have the ability to dispatch the other PSAP's responders. A PSAP must comply with the requirements of this rule within 90 days of notice from the board that the determination of operation of the next generation 911 initiative has been made, unless a PSAP chooses to opt out, as provided by statute;
(3) A PSAP must ensure that each 911 telecommunicator applicant passes a hearing test, pre-employment drug screening, and basic background check prior to hiring. A PSAP must also ensure that the applicant does not have a felony conviction;

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(4) A PSAP must have a documented training program for a newly hired 911 telecommunicator to ensure an understanding of operations and procedures specific to that PSAP. At a minimum, the training program must consist of the following:
    a. Training in the primary responsibilities of receiving, processing, transmitting, and dispatching emergency and non-emergency calls for law enforcement, fire, medical, and other public safety services; and
    b. Training in the accurate and appropriate categorization of all calls for service;
(5) A 911 telecommunicator must be able to appropriately prioritize all calls for service; and
(6) A 911 telecommunicator must be able to determine the appropriate resources to be used in response to all calls for public safety services.

	Yes	No
1. Is the PSAP operational 24 hours a day, 7 days a week?		
2. Is the PSAP staffed with at least two 9-1-1 telecommunicators on duty at all times or by any other such arrangement approved by the board. (Takes effect when Board determines that NG911 is in place)	N/A	N/A
3. Each 9-1-1 telecommunicator applicant must pass each of the following prior to hire date:		
a. Hearing Test		
b. Pre-employment drug screening		
c. Basic background check		
1. Felony Convictions?		
4. Is there a documented training program for newly hired 9-1-1 telecommunicators to ensure understanding of operations and procedures specific to that PSAP? Including training in:		
a. Primary responsibilities of receiving, processing, transmitting and dispatching calls		
b. For both emergency and non-emergency calls		
c. Calls for law enforcement, fire, medical and other safety services		
d. Training in the accurate and appropriate categorization of all calls for service		
5. Can the 9-1-1 telecommunicator appropriately prioritize all calls for service?		
6. Can the 9-1-1 telecommunicator determine the appropriate resources to be used in response to all calls for public safety services?		

Notes/Comments:

50:02:04:03. Call taking standards.
PSAP shall comply with the following:
(1) Establish standardized call taking guidelines for fire and law enforcement calls and a policy requiring the use of the guidelines;
(2) Utilize an emergency medical dispatch (EMD) program that is recognized by the South Dakota 911 Coordination Board;
(3) Adopt written procedures for recording and documenting relevant information of every request for service, including:
    a. Date and time of request for service;
    b. Name and address of requester, if available;
    c. Type of incident reported;
    d. Location of incident reported;
    e. Description of resources assigned in response to the incident, if any;
    f. Time of dispatch;

       g.   Time of resource arrival; and

       h.   Time of incident conclusion;

(4) Establish written procedures for prompt handling and appropriate routing of misdirected emergency calls;

(5) Establish written procedures for handling hang-up emergency or 911 calls from wireline and wireless phones;

(6) Adopt a written procedure and the capability to properly handle calls from non-English speaking callers; and

(7) Maintain the capability to properly handle calls from non-English speaking, hearing impaired, and mute callers.

	Yes	No
1. Does the PSAP have standardized call taking guidelines for fire and law enforcement calls?		
Does the PSAP have a policy requiring the use of fire and law enforcement call guidelines?		
2. Is the PSAP utilizing an emergency medical dispatch (EMD) program that is recognized by the South Dakota 911 Coordination Board?		
3. Does the PSAP have written procedures for recording and documenting relevant information of every request for service, including:		
a. Date and time of request for service;		
b. Name and address of requester, if available		
c. Type of incident reported		
d. Location of incident reported		
e. Description of resources assigned in response to the incident, if any		
f. Time of dispatch		
g. Time of resource arrival		
h. Time of incident conclusion		
4. Does the PSAP have written procedures for prompt handling and appropriate routing of misdirected emergency calls?		
5. Does the PSAP have written procedures for handling hang-up emergency or 9-1-1 calls from wireline and wireless phones?		
6. Does the PSAP have a written procedure and the capability to properly handle calls from non-English speaking callers?		
7. Does the PSAP have the capability to properly handle calls from either hearing impaired and mute callers?		

Notes/Comments:

50:02:04:04. Communication with field units.

The standards for PSAP communications with field units shall be as follows:

(1) A PSAP must have the capability to directly and immediately dispatch fire, law enforcement, and medical responders to calls for service in the PSAP's 911 service area; and

(2) A PSAP should be capable of two-way communications with all public safety units in its 911 service area.

	Yes	No
1. Does the PSAP have the capability to directly and immediately dispatch fire, law enforcement, and medical responders to calls for service in the PSAP's 9-1-1 service area?		
2. Is the PSAP capable of two-way communications with all public safety units in its 9-1-1 service area?		

Notes/Comments:

50:02:04:05. Facilities and equipment.
The standards for PSAP facilities and equipment shall be as follows:
   (1) A PSAP must have security measures in place to prevent direct physical public access to on-duty 911 telecommunicators and to prevent direct physical public access to the communications center or any room or location where PSAP equipment and systems are located;
   (2) A PSAP must have an alternative source of electrical power that is sufficient to ensure at least two hours of continued operation of emergency equipment in the event of a commercial power failure. A PSAP must also have equipment to protect critical equipment and systems from irregular power conditions such as power spikes, lightning, and brown-outs. Documented testing of backup equipment must be performed monthly;
   (3) A PSAP must have a written procedure and the capability to handle 911 calls and dispatch responders from a separate, independent location other than the main PSAP within sixty minutes of an event that renders the main PSAP inoperative;
   (4) A PSAP must maintain a written procedure for computer system security and preservation of data;
   (5) A PSAP must have the capability of immediate playback of recorded telephone calls and radio traffic; and
   (6) A PSAP must have an alternative method of answering inbound 911 calls at the main PSAP when its primary 911 telephone system is inoperable.

	Yes	No
1. Does the PSAP have security measures in place to prevent direct physical public access to:		
a. On-duty 9-1-1 telecommunicators?		
b. The communications center or any PSAP equipment or systems?		
2. Does the PSAP have an alternative source of electrical power that is sufficient to ensure at least 2 hours of continued operation of emergency communication equipment in the event of a commercial power failure?		
Does the PSAP have equipment to protect critical equipment and systems from irregular power conditions such as power spikes, lightning, and brown-outs?		
Does the PSAP have documented monthly testing of the backup equipment?		
3. Does the PSAP have a written procedure outlining how to handle 9-1-1 calls and dispatch responders from a separate, independent location other than the main PSAP within 60 minutes?		
Does the PSAP have the capability to handle 9-1-1 calls and dispatch responders from a separate, independent location other than the main PSAP within 60 minutes?		
4. Does the PSAP have a written procedure for computer system security and preservation of data?		
5. Does the PSAP have the capability of immediate playback of recorded telephone calls and radio traffic?		
6. Does the PSAP have an alternative method of answering inbound 9-1-1 calls at the main PSAP when its primary 9-1-1 telephone system is inoperable?		

Notes/Comments:

50:02:04:06. Technical standards.
The technical standards for a PSAP shall be as follows:
   (1) Enhanced 9-1-1, as defined in SDCL 34-34-1(4), requires a PSAP to receive the following specific
       information from each of the following classes of telecommunication services:
          a. From a wireless and VoIP callers: The PSAP must receive the caller's call back phone number,
             the class of service code of the calling phone, the billing name on the account, the physical
             address of the phone and the community name where the phone is located as maintained by
             the providing telecommunications company, the pilot number, the emergency service number
             (ESN) code for the caller's location, the telephone companies provider code, the PSAP code
             where the call is to be routed and answered, and the responding law enforcement, fire and
             emergency medical services agency for the caller's location; and
          b. From a wireless caller: For a Phase 2 call, the PSAP must receive the call back number for the
             wireless phone, the class of service code, the emergency service routing key (ESRK) number, the
             name of the wireless company handling the call, the physical address of the cell site handling
             the call, the community name where the cell site is located, the wireless ESN number for the
             PSAP the call is being routed to, the wireless provider's company code, and the latitude and
             longitude of the wireless caller's handset; and
   (2) A PSAP must maintain current, up-to-date mapping of its service area and have the ability to use
       longitude and latitude to plot coordinates for responders.

	Yes	No
1. Does the PSAP receive the caller's:		
a. Call back phone number?		
b. Class of service code of the calling phone?		
c. Billing name on the account?		
d. Physical address of the phone?		
e. Community name where the phone is located as maintained by the providing telecommunications company?		
f. Pilot number?		
g. Emergency service number (ESN) code for the caller's location?		
h. Telephone company's provider code?		
i. PSAP code where the call is to be routed and answered?		
j. Responding law enforcement, fire and emergency medical services agency for the caller's location?		
From a wireless caller, for a Phase 2 call, does the PSAP receive the caller's:		
a. Call back number for the wireless phone?		
b. Class of service code?		
c. Emergency service routing key (ESRK) number?		
d. Name of the wireless company handling the call?		
e. Physical address of the cell site handling the call?		
f. Community name where the cell site is located?		
g. Wireless ESN number for the PSAP the call is being routed to?		
h. Wireless provider's company code?		
i. Latitude and longitude of the wireless caller's handset?		
2. Does the PSAP maintain current, up-to-date mapping of its service area?		
Does the PSAP have the ability to use longitude and latitude to plot coordinates for responders?		

Notes/Comments:

50:02:04:07. Financial standards.

A PSAP must be operated according to the following financial standards:

(1) Any governing body receiving 911 emergency surcharge funds must maintain within its accounting system a separate special revenue fund to be identified as the 911 fund;

(2) The financial balances and activities of the 911 Fund must be accounted for and reported in accordance with generally accepted accounting principles or other comprehensive basis of accounting;

(3) Any governing body responsible for the operation of a PSAP must adopt an annual PSAP budget and submit it to the board on forms provided by the board. The budget must include all appropriations and the means of financing those appropriations;

(4) Any governing body receiving 911 emergency surcharge funds must deposit all received funds, including all interest earned on fund investment, in the 911 Fund;

(5) Any governing body that receives 911 emergency surcharge revenue shall submit an annual 911 Fund financial report to the board detailing all revenue, expenditures, fund balances, and other financial information as requested on forms provided by the board. The annual report shall be submitted to the State 911 Coordinator by March 31st of each calendar year;

(6) All 911 emergency surcharge funds and all other funds allocated as a means of financing a PSAPs budget or other allowable 911 related expenditures must be deposited in the 911 Fund and identified by revenue source code on the annual financial report. All 911 related expenditures must be made from the 911 fund;

(7) All grant funds received from the board must be deposited in and expended from the 911 Fund; and

(8) All recurring and nonrecurring costs paid from the 911 Fund must be allowable expenditures as prescribed by the board.

	Yes	No
1. Does the governing body responsible for the operation of the PSAP maintain within its accounting system a separate special revenue fund identified as the 9-1-1 Fund?		
2. Are the financial balances and activities of the 9-1-1 Fund accounted for and reported in accordance with generally accepted accounting principles or other comprehensive basis of accounting?		
3. Has the governing body responsible for the operation of the PSAP adopted an annual PSAP budget?		
Has the adopted annual PSAP budget been submitted to the board?		
Does the budget include all appropriations and the means of financing those appropriations?		
4. Does the governing body receiving 911 emergency surcharge funds deposit all received funds, including all interest earned on fund investment, in the 9-1-1 fund?		
5. Has an annual 911 Fund financial report been submitted to the board detailing all revenue, expenditures, fund balances, and other financial information as requested by the Board?		
Was the annual report submitted by March 31st?		
6. Are all other revenues generated by the operation of the PSAP deposited in the 9-1-1 Fund and identified as revenue source code on the annual financial report?		
Are all 911 related expenditures made from the 911 fund?		
7. Are all grant funds received from the board deposited in and expended from the 9-1-1 Fund?		
8. Are all recurring and nonrecurring costs paid from the 9-1-1 Fund allowable expenditures as prescribed by the board?		

Notes/Comments:

50:02:04:08. PSAP allowable recurring and nonrecurring costs.
Costs must be directly related to the installation, maintenance, or operation of a PSAP to be considered allowable costs. Directly related costs are those that are necessarily incurred by a PSAP to process emergency and non-emergency requests for service, relay information from those requests to the appropriate public safety or public service agency, and to provide support to the responding agency throughout the response.
Allowable costs may be recurring or nonrecurring. Costs must be necessary and reasonable for proper and efficient performance and administration of a PSAP. A cost is reasonable if, in nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost.

The determination of whether a recurring or nonrecurring cost is allowable shall be at the sole discretion of the board.

	Yes	No
1. Are all incurred costs, both recurring and nonrecurring, directly related to the installation, maintenance, or operation of the PSAP?		

Notes/Comments:

50:02:04:09. Recurring costs.
Recurring costs may include the following:
    (1) PSAP personnel costs, to include the following:
        a. Salaries and wages, including overtime pay and payments for compensated absences under an established plan for vacation, sick leave, holidays, compensatory time or other forms of leave;
        b. Old age and survivor insurance (OASI) – employer's share;
        c. Medicare – employer' share;
        d. Retirement – employer's share;
        e. Workers' compensation insurance premiums or contributions;
        f. Group health and life insurance – employers' share;
        g. Unemployment compensation insurance – employer's share; and
        h. Compensation for accrued leave paid out upon retirement, resignation, or termination under an established plan.
If the employee's primary function and duties are to work as an employee of a PSAP or, at least 50 percent of the employee's work hours are spent performing PSAP duties, any or all of the employee's salary constitutes a personnel cost. The percentage of time spent by a County 911 Coordinator on 911 related duties may be proportionally paid as a personnel cost.

    (2) PSAP operational costs, including the following:
        a. Insurance, including general liability, property, automobile, and employee bonds;
        b. Contractual and consulting services and fees;
        c. Recruitment and testing;
        d. Publishing;
        e. Rentals;
        f. Repairs and maintenance, including maintenance contracts and service agreements;
        g. Supplies and materials;
        h. Postage and other delivery costs;
        i. Travel;
        j. Training, including registration and certification fees;
        k. Membership dues and subscriptions; and

l.   Utilities, including telephone services.

	Yes	No
1. PSAP personnel costs: a. Are the employee's primary functions and duties to work as an employee of the PSAP or, at least 50 percent of the employee's work hours are spent performing PSAP duties?		
b. Is the percent of paid wages for the County 911 Coordinator proportional to the time spent on 911 related duties?		

2. Do the PSAP operational costs include only the following:
     Insurance (general liability, property, automobile, employee bonds),
     Contractual and consulting services and fees,
     Recruitment and testing,
     Publishing,
     Rentals,
     Repairs and maintenance (including maintenance contracts and service agreements),
     Supplies and materials,
     Postage and other delivery costs,
     Travel,
     Training (registration and certification fees), membership dues and subscriptions,
     Utilities (including telephone services).		

Comments/Notes:

50:02:04:10. Nonrecurring Costs.
Nonrecurring costs may include the following:
    (1) Real property, pro-rated to the percentage of the premises occupied by a PSAP;
    (2) Major improvements or remodel costs to a PSAP;
    (3) Furniture and equipment, such as administrative and maintenance vehicles for a PSAP, furnishings, office equipment, computers and related connectivity, phone systems, radio systems, and recording equipment; and
    (4) Software and data necessary to the operation of a PSAP.

	Yes	No

Do the PSAP nonrecurring costs include only the following: Real property, pro-rated to the percentage of the premises occupied by a PSAP,
   1. Major improvements or remodel costs to a PSAP,
   2. Furniture and equipment,
       such as administrative and maintenance for vehicles for a PSAP,
       furnishings,
       office equipment,
       computers and related connectivity,
       phone systems,
       radio systems,
       recording equipment
   3. Software and data necessary to operate the PSAP.		

Comments/ Notes:

50:02:04:11. Communication equipment allowed or disallowed as nonrecurring costs.
911 surcharge funds may be used to pay for radio communication equipment that allows a PSAP to page and communicate with emergency responders. Such equipment may include: back room radio equipment and racks, central electronics banks, radio software, desktop radio consoles, radio computers and servers, control station radios, control station antennas and cables, mobile radios used by a PSAP as a control station or base station radio, portable radios used in a PSAP for backup purposes, and repeaters of paging terminals used by a PSAP. 911 surcharge funds may be used to pay connectivity costs between the PSAP and allowable communication equipment.

911 surcharge funds may not be used to purchase radio communication equipment or systems for emergency responders or other municipal or county agencies. Prohibited equipment includes: portable and mobile radios, pagers, cell phones, mobile data terminal and related equipment, automatic vehicle location (AVL) systems and related equipment, pyramid radios or systems, warning sirens and related equipment, radio towers, and equipment shelters.

	Yes	No
1. Do the PSAP non-recurring communication equipment costs include only such equipment that allows the PSAP to page and communicate with emergency responders?		

Comments/Notes:

50:02:04:12. Physical addressing costs allowed or disallowed as nonrecurring costs.
911 surcharge funds may be used to pay initial one-time costs associated with a county or municipality issuing physical addresses for the purpose of implementing Enhanced 911 to include: street name signs, map books, and wages related to addressing. After Enhanced 911 has been implemented in a county, no 911 surcharge funds may be used to pay on-going maintenance costs related to addressing, street name signs, or map books.

	Yes	No
1. Do the PSAP non-recurring physical addressing costs include only those for the purpose of implementing E911?		

Comments/Notes:

50:02:04:13. Compliance Reviews.
In order for a PSAP to qualify for distributions from the 911 emergency fund as set forth in SDCL 34-45-8.5, a PSAP must be determined to be in compliance with the requirements set forth in SDCL chapter 34-45. The State 911 Coordinator shall conduct formal on-site compliance reviews.

PSAPs who meet the geographic or population requirement may request an initial compliance review by contacting the State 911 Coordinator. The State 911 Coordinator shall determine compliance or non-compliance and notify the PSAP of the determination within 60 days of the review request.

Each PSAP identified as in compliance and eligible for distributions from the 911 emergency fund shall receive such distributions beginning with surcharges collected during the month in which the PSAP was notified of its compliance with all applicable requirements. After the initial compliance review, each eligible PSAP shall be reviewed once every calendar year.

The report sent to a PSAP identified as non-compliant shall indicate the reason for the non-compliant determination. A non-compliant PSAP may request a subsequent review by notifying the State 911 Coordinator in writing of the steps taken to rectify the issues identified in the report.

If any PSAP wishes to contest a determination of non-compliance, the PSAP must notify the State 911 Coordinator in writing within 30 days of the notification of its status. The notification shall contain a brief written synopsis of the issue(s) the PSAP wishes reviewed by the board. The State 911 Coordinator shall forward the written request for review to the board, and the board shall notice the request for and address the request at the next regularly convened board meeting.

	Yes	No
1. Does the PSAP meet the geographic or population requirements?		

Comments/Notes:

County or PSAP Name

BALANCE SHEET			9-1-1 FUND
ASSETS:			
		Cash and Investments	$0.00
		Receivables	$0.00
		Other Assets	$0.00
		TOTAL ASSETS:	**$0.00**
LIABILITIES AND EQUITY:			
		Payables	$0.00
		Other Liabilities	$0.00
		Fund Balance:	
		Committed	$0.00
		Assigned	$0.00
		Unassigned	$0.00
		Non-spendable	$0.00
		Restricted	$0.00
		TOTAL LIABILITIES AND EQUITY:	$0.00

REVENUES			9-1-1 FUND
Revenues			
None	None	PSAP Host City/County Subsidy If Applicable	$0.00
331.00	331.01	Emergency Management Performance Grant	$0.00
331.00	331.02	Federal Portion FEMA	$0.00
331.00	331.23	Homeland Security	$0.00
331.00	331.99	Other Federal Grants	$0.00
334.00	334.00	State Grants	$0.00
335.09	335.18	9-1-1 Remittances	$0.00
339.00	339.00	Other Intergovernmental Revenue	$0.00
342.99	342.90	Charges for Goods and Services	$0.00
361.00	361.00	Earnings on Deposits and Investments	$0.00
362.00	362.00	Rent Proceeds	$0.00
367.00	365.00	Contributions and Donations	$0.00
369.99	369.00	Miscellaneous Revenue - Other	$0.00
		TOTAL FUND REVENUES:	**$0.00**

421.50 225.00 FUNCTION 9-1-1 CENTER			9-1-1 FUND
Personal Services Expenditures:			
411.00	411.00	Salaries and Wages	$0.00
412.10	412.10	OASI - Employer's Share	$0.00
412.20	412.20	Medicare - Employer's Share	$0.00
413.00	413.00	Retirement - Employer's Share	$0.00
414.00	414.00	Workmen's Compensation	$0.00
415.00	415.00	Group Insurance - Employer's Share	$0.00
416.00	416.00	Unemployment Compensation - Employer's Share	$0.00
417.00	417.00	Vacation and Sick Salaries	$0.00
419.00	419.00	Other Personal Services	$0.00

		Personal Services Expenditures::	$0.00
Current Expenditures:			
421.00	421.00	Insurance	$0.00
422.00	422.00	Services and Fees	$0.00
423.00	423.00	Publishing	$0.00
424.00	424.00	Rentals	$0.00
425.00	425.00	Repair and Maintenance	$0.00
426.00	426.00	Supplies and Materials	$0.00
427.00	427.00	Travel and Conference	$0.00
428.00	428.00	Utilities - Telephone, Gas, Elec, Heat, Water	$0.00
429.00	429.00	Other Current Expenditures	$0.00
		Current Expenditures::	**$0.00**
Capital Asset Expenditures:			
431.00	431.00	Land	$0.00
432.00	432.00	Buildings - New and Major Improvements	$0.00
433.00	433.00	Improvements Other Than Buildings	$0.00
434.00	434.00	Machinery and Equipment	$0.00
434.10	434.10	Computer Software	$0.00
434.20	434.20	Books	$0.00
	434.30	Furniture and Minor Equipment	$0.00
	434.40	Automotive and Major Equipment	$0.00
		Other Captial Asset Expenditure	$0.00
		Capital Asset Expenditures::	**$0.00**

470.00 800.00 DEBT SERVICE			9-1-1 FUND
Debt Service:			
441.00	441.00	Principal	$0.00
442.00	442.00	Interest	$0.00
	443.00	Agent's Fees	$0.00
449.00	449.00	Other Debt Service Costs	$0.00
		TOTAL FUND EXPENDITURES	**$0.00**
		Excess of Revenue Over (Under) Expenditures	**$0.00**
Other Financing Sources(Uses):			
391.01	371.00	Transfer In From Fund	$0.00
391.20	372.00	Long-Term Debt Issued	$0.00
391.04	373.00	Insurance Proceeds	$0.00
391.03	374.00	Sale of Property	$0.00
511.00	911.00	Transfer Out To Fund	$0.00
		Net Change in Fund Balance	**$0.00**
		Fund Balance - Beginning	$0.00
		Adjustments:	$0.00
		FUND BALANCE - ENDING	**$0.00**

CALL SUMMARY	
Number of 9-1-1 calls recieved during the last calendar year	0
Number of all other phone calls answered during the last calendar year	0
Total number of inbound calls	0

Employee Roster

Name	Title	FT or PT	EMD Certification Obtained?	Date First Employed	Still Employed?	State 911 Telecommunicat or Certification Obtained?	Percent of Work Hours Related Only To 911/Dispatch Responsibilities	Other Duties Not Related To 911/Dispatch	Employee Annualized Gross Salary/Wages	Percent of Wages Paid By Surcharges
										0%
										0%
										0%
										0%
										0%
										0%
										0%

SD NG9-1-1 System
Automatic Policy Routing Plan

PSAP: [Name]

PSAP Status: Busy / High Call Volume or PSAP Down
Definition: PSAPs 911 trunks are all busy or a failure is preventing 9-1-1 calls from being delivered to your PSAP so the next call needs to automatically route elsewhere.

Policy Route Option	Call Routing
1	If PSAP is unavailable, policy route calls to _____(PSAP A)
2	Then policy route calls to _____ (PSAP B)
3	If PSAP B is unavailable, policy route calls to the LRO (Pennington Co PSAP)

PSAP A: _____

Authorized PSAP Representative

Printed Name:_____

Signature: _____

Date: _____

PSAP B: _____

Authorized PSAP Representative

Printed Name:_____

Signature: _____

Date: _____

State Office Use Only

Date Reviewed:_____

Initials: _____

SD NG9-1-1 System
PSAP Initiated Policy Routing Plan

PSAP: [Name]

PSAP Status: Scheduled Maintenance or PSAP Forced Shutdown

Definition: PSAP has been notified of a scheduled maintenance that will prevent 911 calls from being delivered to the PSAP during the maintenance window. A PSAP forced shutdown is where the PSAP must be vacated for any reason (bomb threat, smoke, etc.). In either event, the PSAP calls the Comtech NOC to have their calls routed. Once the situation is resolved, the PSAP calls back to the Comtech NOC to have their calls routed back to the PSAP.

Policy Route Option	Call Routing
1	Policy Route calls to _____(PSAP A)
2	Then policy route calls to _____(PSAP B)
3	If PSAP B is unavailable, policy route calls to the LRO (Pennington Co PSAP)

PSAP A: _____

Authorized PSAP Representative

Printed Name:_____

Signature: _____

Date: _____

PSAP B: _____

Authorized PSAP Representative

Printed Name:_____

Signature: _____

Date: _____

NEXT GENERATION 9-1-1 SYSTEM USER AGREEMENT

1. **Authority**. Pursuant to SDCL 34-45-12 and 34-45-20 (2), the State 9-1-1 Coordination Board (hereinafter "State") is providing the necessary mechanisms to implement and upgrade the 9-1-1 emergency reporting system. The coordinated statewide system is more commonly referred to as the South Dakota Next Generation 9-1-1 system (hereinafter "SD NG9-1-1 System").

    The_____ public safety answering point (hereinafter "PSAP") is an authorized public safety answering point within the State of South Dakota seeking to utilize the SD NG9-1-1 System. The PSAP hereby agrees to the following terms and conditions for utilizing the system.

2. **Compliance with Laws and Administrative Rules.** The local PSAP will comply with all federal, state and local laws, administrative rules and requirements applicable to it in connection with its obligations under this Agreement, and will be solely responsible for obtaining current information on such requirements.

3. **State Equipment.** Equipment, components and software installed on behalf of the State in the local PSAP will remain the property of the State's service provider. Should the agreement between the State and the service provider terminate at any time for any reason, all equipment will have to be returned. The PSAP agrees to cooperate and facilitate the return of any or all equipment as may be required.

4. **Costs.** The State will pay for all equipment, components and software needed at the time of initial installation in the PSAP, in accordance with the PSAP's installation plan developed by the PSAP, the State's NG9-1-1 Project Managers and service providers. The PSAP acknowledges and agrees that it shall be the responsibility of the PSAP to pay for any additional equipment and related costs requested by the PSAP after initial installation has been completed. If the PSAP requests a change after initial installation that results in additional costs to the State, the PSAP may be required to pay some or all such related costs, depending on the nature and scope of the requested change, as determined by the State.

5. **Indemnification.** The PSAP agrees to indemnify and hold the State of South Dakota, its officers, agents and employees, harmless from and against any and all actions, suits, damages, liability or other proceedings that may arise as the result of the PSAP's use of the SD NG9-1-1 System hereunder. This section does not require the PSAP to be responsible for or defend against claims or damages arising solely from errors or omissions of the State, its officers, agents or employees.

6. **Installation of Equipment.** The PSAP agrees to cooperate and meet with the State's NG9-1-1 Project Managers and service provider at the PSAP's location, to plan installation of the equipment and cutover of the PSAP to the SD NG9-1-1 System. The PSAP agrees to replacement of their current customer premise equipment (CPE) in accordance with the aforementioned installation plan. The PSAP agrees to make any necessary and reasonable modifications needed, and maintain those modifications, where the equipment will be installed to ensure its safe, secure and reliable 24/7/365 operation. Typical modifications that may be necessary include, but are not limited to, proper grounding; proper electrical connections; replacement, enhancement or addition of UPS units; locks on doors; proper cooling of rack mounted equipment, etc.

7. **PSAP Use of Equipment.** The PSAP will not use the SD NG9-1-1 System and/or equipment except as otherwise specified herein. The PSAP agrees to only use the State provided NG9-1-1 equipment in support of its role as a Public Safety Answer Point. The State will ensure adequate equipment is provided to replace the local PSAP's current customer premise equipment (CPE, current 9-1-1 phone handling system) and to make the PSAP's call handling capability whole again as determined by the State. Session Initiated Protocol (SIP) phones are available from the State's service provider for offices determined by the State to be outside the PSAP and not related to operation of the PSAP. The local PSAP or entity wishing to order additional SIP phones will be responsible for the cost of the phones, any other additional equipment needed to support the additional SIP phones, their installation and their on-going maintenance and replacement as needed.

8. **Maintenance and Inspection of Equipment and Audit of Use.** The PSAP agrees to provide 24/7/365 access to the State or the State's service provider for routine and emergency maintenance of all SD NG9-1-1 System equipment and components installed in the PSAP. The PSAP agrees to periodic inspections of the NG9-1-1 equipment and audits of its use by the State or the State's service provider. Any such audit shall be conducted during regular business hours at the facility at which the system is being used, and all reasonable efforts shall be made to avoid unreasonable interference with the PSAP's business activities. The PSAP agrees to work with the State and its service provider to resolve any facility or use related issue determined to be having an adverse impact on the PSAP or other public safety answering points on the SD NG9-1-1 System.

9. **Replacement of Equipment.**
   a) SD NG9-1-1 system equipment, components or software installed in the PSAP, that is faulty or fails under normal use conditions, will be replaced by the service provider at no cost to the PSAP.
   b) Periodic equipment, component or software replacements or upgrades will be performed by the State's service provider at no cost to the PSAP, dependent on funding and legislative authority.
   c) The PSAP hereby specifically agrees to pay any and all costs associated with any replacement of SD NG9-1-1 System equipment, components or software installed in the PSAP that are damaged or rendered inoperable due to improper use or negligence by the PSAP, as determined by the State or its service provider.

10. **Operational and Physical Security of the system.** The PSAP agrees to take all reasonable and specifically required safety precautions to prevent unauthorized operational or physical access to the system. Only PSAP staff and support personnel will be authorized to log on to the call handling system. No PSAP staff or any other unauthorized person may connect any device to any piece of equipment or component without direct authorization to do so by the State or its service provider. The PSAP will take all measures necessary to ensure no person attempts to access SD NG9-1-1 System's equipment or network at any time unless specifically authorized by the State or its service provider to do so. The PSAP agrees to comply with all other SD NG9-1-1 System security measures as may be specified by the State or its service provider.

11. **Policy Store.** The PSAP agrees to cooperate and work with the State's NG9-1-1 Project Managers and state service provider to establish the PSAP's policy store call routing guidelines. Similar to current "conditional routing" arrangements, similar 9-1-1 call routing rules and decisions must be made. The PSAP agrees that such policy store rules will be in compliance with the SD NG9-1-1

System and will be in general compliance with NENA guidelines and other nationally accepted practices for NG9-1-1 call routing as deemed appropriate for South Dakota by the State.

12. **ALI database.** The PSAP agrees to work with the State's NG9-1-1 Project Manager and service provider to migrate their Automatic Location Information (ALI) database from the current provider to the SD NG9-1-1 System's ALI database system. The PSAP agrees to resolve ALI database issues in a timely manner using the State provided system.

13. **GIS Data.** The PSAP agrees to work with the State 9-1-1 Coordination Board and its service provider, to ensure the needed GIS data for the PSAP's service area is initially provided to the State's service provider and then maintained and kept current in the SD NG9-1-1 system whenever there is a change to any of the data layers on an on-going basis. The State via its service provider will provide training, assistance, and the systems needed to receive this data for the first time and on an on-going basis. The State's service provider will also make available to the PSAPs and local sources of GIS data, systems and tools that can be used, at no cost to the PSAP or local government, to maintain all data layers once the initial deployment of data is complete. The PSAP and/or its local GIS support function agree to work with the State's service provider to resolve identified GIS data issues as quickly as possible. In general, the local sources of data will not be required to change their local GIS data formats. The State's service provider will make all reasonable efforts to work with the local data's existing formats. However, in some cases, a local source of data may be asked to add, for example, an additional data field, such as a unique identifier, to help aid in support of the overall NG9-1-1 system. The State's service provider will provide any assistance and training needed when such a change is requested.

Specifically, the PSAP must ensure the State's service provider is initially provided with the following minimum information and GIS data for its 9-1-1 service area: 1) GIS road centerlines, 2) GIS PSAP boundary (if available), 3) GIS Jurisdictional Boundaries (Law enforcement, Fire and Medical), 4) GIS Authoritative Boundaries if available (The authoritative boundary is intended to represent the boundary extent (city, county, region) for which the GIS data is provided. For example, if a city is providing their data directly, the authoritative boundary is a single polygon for that city boundary. If that city provides their data to the county, and thus the county is the authoritative source of data into the statewide layers, then the county boundary becomes the single polygon for the county as the authoritative source.), and 5) GIS Site/Structure Address Points (if available). The following additional GIS layers are also requested if available: 1) A road name alias table, 2) County boundary lines for the PSAP area, and 3) Municipal boundary lines for the PSAP area.

All data provided to the state and its service provider under this agreement will only be used for public safety purposes, primarily within the SD NG9-1-1 system. The State 9-1-1 Coordination Board may authorize release of the aggregated statewide data to any South Dakota PSAP, State or local government entity upon agreement that the information will be used only for official purposes and will not be sold or shared for any commercial purposes. Any requests received by the State or its service provider for local data will be referred to the local source of data. Requests for the statewide aggregated data from any other entity will be considered by the Board on a case-by-case basis.

14. **Problem Reporting and Support Requests.** The PSAP will report any and all system problems with the installed SD NG9-1-1 System, 24/7/365, directly to the service provider. The State will provide the necessary contact protocols. The PSAP will work directly with the service provider and their local in-state support personnel, to resolve all system issues. The PSAP will also contact the service provider directly for any routine support requests.

15. **Records**

Except as already set forth herein, ownership of all records related to specific 9-1-1 calls or information within the SD NG 9-1-1 system are and shall remain the property of the PSAP creating the record. All public records requests made to the State for such materials shall be referred to the PSAP who created the record. The State will have access to aggregate data and reports regarding overall system use and individual PSAP use. Such aggregate information will be the property of the State and subject to the open records laws.

The PSAP hereby states and affirms that the PSAP has completely read and understands this User Agreement. The PSAP further acknowledges that it has had opportunity to have this User Agreement reviewed by legal counsel of its choice. The PSAP agrees to fully comply with all terms and conditions contained herein and certifies that the below signatory is authorized to sign on behalf of the PSAP and to bind the PSAP to the terms contained herein.

LOCAL PSAP

BY: _____

_____
    Title

_____
    Date

SD 9-1-1 COORDINATION BOARD   SD DEPARTMENT OF PUBLIC SAFETY

BY: _____   BY:_____

Chairman, 9-1-1 Coordination Board   State 9-1-1 Coordinator
    Title   Title

_____   _____
    Date   Date

Name and phone number of contact person in State Agency who can provide additional information regarding this contract **Maria King @ 605-773-3264.**

AMENDED BYLAWS OF
THE SOUTH DAKOTA 911 COORDINATION BOARD

ARTICLE I – NAME & PURPOSE

Section 1: The name of the organization shall be The South Dakota 911 Coordination Board.

Section 2: The South Dakota 911 Coordination Board is organized pursuant to SDCL 34-45-18 to set minimum standards for operation of public safety answering points, determine criteria for reimbursement for nonrecurring costs and the amount of reimbursement, and oversee the coordination of 911 services within the state.

ARTICLE II - MEMBERSHIP

Section 1: The South Dakota 911 Coordination Board created pursuant to SDCL 34-45-18 shall consist of representatives from each of the following groups as appointed by the Governor for three-year terms, the initial appointments shall be for staggered terms:

(1)   One representative of the South Dakota Chapter of the Association of Public Safety Communication Officials;
(2)   One representative of the Dakota Chapter of the National Emergency Number Association;
(3)   Two representatives who are South Dakota service providers;
(4)   One representative who is an employee of the South Dakota Department of Public Safety;
(5)   Two representatives of the South Dakota Association of County Commissioners;
(6)   Two representatives of the South Dakota Municipal League;
(7)   One representative of the South Dakota Police Chiefs Association; and
(8)   One representative of the South Dakota Sheriffs Association.

Section 2: The Governor shall be provided with a list of ten persons for each board position from each group represented. The Governor has the authority to reject any or all names provided.

Section 3: The Governor may also remove any person appointed to the board at any time without cause.

1

<u>ARTICLE III - ANNUAL MEETING</u>

Section 1: Annual Meeting. The regular annual meeting shall take place in October, at which time nominations will be accepted and secret ballots shall be cast for Chairperson and Vice-Chairperson, unless uncontested, as defined in Article IV, Section 6. A simple majority of the entire Board is required for a nominee to be elected. In the event of a tie vote, or a ballot with more than two names, board members shall cast another ballot between the top two vote recipients until such simple majority is met. Following such vote(s) the Chairperson and Vice-Chairperson shall immediately assume their duties.

Section 2: Notice. Written notice of each meeting shall be given to each voting member, delivered by U S Postal Service, electronic mail or other acceptable means of notification, not less than two weeks before the meeting except for special meetings. Public notice shall follow guidelines established in South Dakota open meeting law as specified in Chapter 1-25 of SDCL.

<u>ARTICLE IV - BOARD MEMBERS</u>

Section 1: Board Role, Size, Compensation. The Board is responsible for overall policy and direction of the 911 Coordinator and delegates responsibility for day-to-day operations to the 911 Coordinator and Board subcommittees. The Board shall have eleven members. The Board members receive no compensation other than reasonable expenses established by State of South Dakota governmental policy.

Section 2: Meetings. The Board shall meet at least twice annually at an agreed upon time and place. Such meetings and notice of meetings shall follow procedures outlined in current South Dakota open meeting law guidelines.

Section 3: Terms. All Board members shall serve terms as outlined in their appointment by the Governor of South Dakota.

Section 4: Quorum. A quorum must be attended by a simple majority of the Board members (six of eleven members) before business can be transacted or motions made or passed.

Section 5: Notice. An official Board meeting requires that each Board member have written notice two weeks in advance except for special meetings. Public notice shall follow guidelines established in South Dakota open meeting law SDCL 1-25.

Section 6: Officers and Duties. There shall be two officers of the Board consisting of a Chairperson and Vice Chairperson. Their duties are as follows:

The Chairperson shall convene regularly scheduled Board meetings, shall preside or arrange for other members of the Administrative Subcommittee to preside at each meeting.

The Vice-Chairperson will chair subcommittees on special subjects as designated by the Board and shall serve as Chairperson at Board meetings in the event the Chairperson is absent.

Chairperson and Vice-Chairperson shall serve one-year terms and may be re-elected to multiple one-year terms based on nominating and voting procedure outlined in Article III, Section 1.

Section 7: Vacancies. When a vacancy on the Board exists, nominations for new members may be received from present Board members by the Chairperson. The Chairperson, or a designee of the Chairperson, will solicit nominations from the group represented. These nominations shall be forwarded to the Governor's office as suggested candidates to fill a membership position. When a Board member's term is set to expire, the Chairperson may receive nominations at the Board meeting immediately prior to the expiration of that position based on requirements set forth in Article II, Section 1. The Governor, according to SDCL 34-45-18.1 shall be provided with a list of ten persons for each board position from each group represented on the board. This process may include re-nomination of the current Board member as terms are not limited. This list of nominations shall be forwarded to the Governor's office by the Chairperson, or a designee of the Chairperson, for appointment or re-appointment to the Board.

Section 8: Resignation, Termination and Absences. Resignation from the Board may be submitted in writing, via electronic mail, or announced at a board meeting and received by the Chairperson, or a designee of the Chairperson. Replacement shall be handled in the same process as outlined in Section 7 of this Article. Further, a Board member may be recommended for replacement to the Governor's office for excessive absences from the Board if he or she has three unexcused absences from Board meetings in a year.

Section 9: Special Meetings. Special meetings of the Board shall be called upon the request of the Chairperson or one-third of the Board membership. Notices of special meetings shall be sent out to each voting member, delivered by U S Postal Service, electronic mail or other acceptable means of notification, seventy-two hours in advance. Such notice shall follow special notice requirements of SDCL 1-25-1.3.

ARTICLE V - SUBCOMMITTEES

Section 1: The Board may create subcommittees as needed. Each subcommittee shall elect a subcommittee chairperson. Subcommittee meetings are called by the subcommittee chairperson, or a simple majority of subcommittee members at a date and time agreed upon by the members. If applicable, such notice shall follow current applicable South Dakota open meeting law guidelines.

Section 2: Administrative Subcommittee. Three Board members, of which one shall be the Chairperson, will serve as the members of the Administrative Subcommittee. The membership of this subcommittee shall assist the 911 Coordinator with any day-to-day procedural questions or duties.

Section 3: Funding Subcommittee. The Funding Subcommittee has up to five members drawn from the Board. As assigned by the board, the Funding Subcommittee may be responsible for developing and reviewing fiscal procedures, a funding plan, and annual informational budget with South Dakota Department of Public Safety staff and other Board members. The fiscal year shall follow the state fiscal year. The financial records of the Board are public information to the extent provided for in current South Dakota open records law (SDCL 1-27) and shall be made available as such to the membership, Board members and the public.

Section 4: Technical Subcommittee. The Technical Subcommittee has up to five members drawn from the Board. The subcommittee is responsible for discussing and developing minimum technical standards for Public Safety Answering Points in South Dakota. The subcommittee shall have the power to suggest minimum technical standards for ratification of the full Coordination Board.

Section 5: Operations Subcommittee. The subcommittee has up to five members drawn from the Board. The subcommittee is responsible for discussing and developing minimum operational standards for Public Safety Answering Points in South Dakota. The subcommittee shall have the power to suggest minimum operational standards for ratification of the full Coordination Board.

ARTICLE VI – GOVERNANCE OF MEETINGS

Section 1: All meetings of the full Board and Board Subcommittees shall be governed by the most recent version of Robert's Rules of Order.

ARTICLE VII - AMENDMENTS

Section 1: These Bylaws may be amended when necessary by a simple majority (six of eleven members) of the Board. Proposed amendments must be submitted to the Board for review and possible action in a public board meeting.

These Bylaws were amended and approved at a meeting of the South Dakota 911 Coordination Board on the twenty-third day of August, 2018 and supersede the original Bylaws of the South Dakota 911 Coordination Board approved on the Thirteenth Day of August, 2009.

_____

Ted Rufledt, Jr. - Chairperson

South Dakota Department of Public Safety
Office of Homeland Security
and
Office of Emergency Management
Senior Advisory Committee Charter and Code of Conduct

1. Official Designation

Homeland Security and Emergency Management Senior Advisory Committee (HSEMSAC).

2. Authority

The South Dakota Homeland Security Program is a US Department of Homeland Security (US DHS) funded program designed to provide financial assistance to address multi-discipline planning, organization, equipment, training, and exercise needs of first responders of the state of South Dakota. This program also assists the state in building and sustaining capabilities to prevent, protect against, respond to, and recover from all-hazards incidents. Governance of the Homeland Security Program by an advisory body and charter is required by the US DHS.

The South Dakota Emergency Management Program is also a US DHS funded program that provides financial assistance to the state and county emergency management programs to support preparedness, response, recovery and mitigation efforts.

3. Objectives and Scope of Activities

HSEMSAC shall provide organizationally independent, strategic, timely, specific and actionable advice to the state directors of Homeland Security and Emergency Management (herein referred to as directors) and the Secretary of the Department of Public Safety on matters related to Homeland Security and Emergency Management. HSEMSAC serves as an advisory body whose purpose is to provide recommendations to the directors. The responsibilities of the HSEMSAC include providing recommendations on the following:

   A.   Strategy and Policy: Recommendations to integrate preparedness activities that will further the state's ability to prepare for, prevent, protect against, respond to, recover from and mitigate terrorist attacks, major disasters, or other emergencies with the goal of maximizing coordination and reducing duplication of effort.

   B.   Coordination: Recommendations on improving the Homeland Security's Office and Emergency Management's Office coordination, internally across the Department of Public Safety, externally across the state government, and among, local, tribal governments, first responders, the private and non-profit sectors, academia and research communities.

   C.   Management and Implementation: Recommendations on the management of all available preparedness funding sources to ensure their effective use of and to minimize duplication of effort.

D. Evaluation and Feedback: Recommendations on the efficiency and effectiveness of Homeland Security programs and Emergency Management programs to ensure applications for funding align with the capability gaps identified in the THIRA and SPR.

4. Membership

Membership of the HSEMSAC includes individuals from the following entities:

Animal Industry Board
Bureau of Information and Telecommunications
County Commissioners
County Emergency Managers
Department of Agriculture
Department of Environment and Natural Resources
Department of Game, Fish, and Parks
Department of Health
Department of Public Safety Attorney
Department of Public Safety Fiscal Officer
Department of Public Safety Highway Patrol
Department of Public Safety Secretary
Division of Criminal Investigation
Emergency Management Director and Field Operations
Homeland Security Director and Office
National Guard Civil Support Team
South Dakota 911
South Dakota Fire Marshal
South Dakota Fusion Center
South Dakota Office of the Military
South Dakota Office of Risk Management
South Dakota Police Chiefs' Association
South Dakota Sheriff's Association
South Dakota State Radio Director
South Dakota Tribal Relations
SWAT Training
Taskforce 1
Tribal Emergency Management
U.S. Department of Homeland Security Protective Service Advisor

A. Individuals appointed by the aforementioned entities are voting members. These individuals are identified via the Charter Review and Sign-In Sheet. Voting on issues will take place in the event consensus cannot be reached on issues. Designated alternates can vote in the absence of the primary voting member.

B. Non-voting members are invited to meet with the committee by the directors at the recommendation of HSEMSAC.

5. Descriptions of Duties

The directors of Homeland Security and Emergency Management will:

A.   Inform the HSEMSAC annually regarding the state's Threat Hazard Identification and Risk Analysis (THIRA) findings to include capabilities and shortfalls with recommended actions.

B.   Inform the HSEMSAC annually regarding the Stakeholders Preparedness Review findings to include capabilities and shortfalls with recommended actions.

C.   Deliver a financial report semi-annually concerning project funding allocated and spent by grant year.

D.   Appoint committees and form working groups as necessary.

E.   Be responsible for determining grant allocations and awards for specific projects receiving grant funding.

F.   Be responsible for fiduciary and programmatic compliance requirements of the grant program.

The HSEMSAC will:

A.   Follow the Code of Conduct and Conflict of Interest Policy under SDCL 1-56-10.

B.   Make recommendations to the directors regarding administration, programmatic and operational issues related to Homeland Security and Emergency Management.

C.   Coordinate with the directors in formulating, implementing, and achieving the state's Homeland Security strategic objectives and the Emergency Management mission.

D.   Participate in subcommittees and working groups as necessary to address emerging administrative, programmatic and operational issues related to Homeland Security and Emergency Management.

6. Official to Whom the Council Reports

HSEMSAC reports to the Directors of Homeland Security and Emergency Management

7. Termination

This charter is in effect for a period of one year, renewable annually.

8. Procedures

A.   The HSEMSAC will meet semi-annually or more frequently at the request of the directors.

B.   Special meetings of the HSEMSAC may be called at the request of the directors.

C.   Whenever practical, the time and place of the HSEMSAC meetings will be communicated to members at least two weeks prior to the regular meeting. Input from members will be requested at that time for agenda items. The agenda will be forwarded at least five working days prior to the meeting.

9. Recordkeeping

Notes of all regular and special meetings will be transcribed and will be approved by the voting members by email or at the next regular meeting.

10. Amendment of Charter

A.   This charter may be amended by a majority vote of the HSEMSAC after a proposed amendment has received one reading at a regular HSEMSAC meeting.

B.   Each HSEMSAC member will sign the charter.

IPAWS Alert Procedures

If a county emergency manager requests an IPAWS alert, the Duty Officer shall take the following steps:

- Step 1 – Contact ███████████, Preparedness Team Leader, or ███████████, Recovery Planner/IA Officer
- Step 2 – Relay the IPAWS alert request information to ███ or ████████. ███ or ██████ will work with the Director or Deputy Director to send the alert.
- Step 3 – Notify the Duty Officer Team Leader.
- Step 4 – Notify the requesting county when/if the alert is approved.

Director and Deputy Director Approval Required:

All alert requests will be reviewed and all alert verbiage will be approved by the Director or Deputy Director prior to entering information in the IPAWS system. Actual written verbiage of the alert will be proofed a second time for approval once it is entered into the system. The Director or Deputy Director will determine which method of alert will be completed – Wireless Emergency Alerts (WEA)-cell phone alerts or Emergency Alert System (EAS)-radio or TV alerts. The geographic area to be targeted will be discussed and approved by the Director or Deputy Director and is situational dependent.

The same procedures noted above will be used for statewide IPAWS alerts generated by SDOEM.

*November 2019—SDOEM conducts monthly IPAWS test messages with FEMA. The procedures remain the same as if sending real-time IPAWS messages.

PENNINGTON COUNTY 911
STANDARD OPERATING PROCEDURES

	SECTION: OPERATIONS	SOP#: 20
	SUBJECT: COMPUTER AND INFORMATION SECURITY	Page: 1 of 2
Effective Date: 04/18/18 Supersedes: 05/01/12	**Approved By: Kevin Karley, Director**	

1. Purpose

This standard operating procedure (SOP) establishes policy, procedure and guidelines for computer and information security. This includes physical and corruption protection of the ESCC computer systems and computers as well as data availability, integrity, privacy and preservation.

2. Policy

A. All ESCC systems and computers shall be protected from physical security threats in accordance with SOP 21 Physical Security.

B. All ESCC systems, computers and sensitive software applications shall be protected from computer and information security threats by:

1. Each computer assigned a unique network identification
2. Mandatory use of user name/password logins
3. Virus protection software
4. Firewalls
5. Internet activity restrictions
6. Routine data backup and archives

C. Telephone and radio system transmissions shall be electronically recorded and stored for a minimum of one (1) year.

D. Requests for information will be handled in accordance with South Dakota Codified Laws 1-27-1.5, ESCC SOP 6, ESCC SOP 35 and ESCC SOP 56.

E. ESCC employees shall comply with Pennington County and ESCC policies that specify conduct with County/ESCC computer systems, computers and information; specifically:

1. Computers, files, email and internet are for conducting county business
2. Internet access of data is subject to disclosure and must be lawful
3. Downloading any program, file or other item is prohibited
4. Use of any secure database (local, state, or federal) for personal or unofficial reason is prohibited
5. Log off all ESCC applications at the end of shift and/or when moving from one console to another.

	SECTION: OPERATIONS	SOP#: 20
	SUBJECT: COMPUTER AND INFORMATION SECURITY	Page: 2 of 2
Effective Date: 04/18/18 Supersedes: 05/01/12	**Approved By: Kevin Karley, Director**	

F. Employees shall not compromise or jeopardize the security of any electronic communications system, computer, application or file, nor infringe on the copyright of computer hardware or software.

G. Employees who fail to comply with this SOP shall be subject to discipline, up to and including termination.

3.   Procedure

A. Immediately report a failure or breach in any security measure to:

1. On-duty supervisor or,
2. Assistant Director of Technology or Assistant Director of Operations, and
3. Director

4.   References/Resources

A. Administrative Rules of South Dakota 50:02:04:05 (4)
B. ESCC SOP 6 Recording and Dissemination of ESCC Audio Files
C. ESCC SOP 8 Employee Conduct and Discipline
D. ESCC SOP 21 Physical Security
E. ESCC SOP 35 Media Requests
F. ESCC SOP 56 Confidentiality and Release of Information
G. Pennington County Handbook, Policies 118 and 516
H. South Dakota Codified Laws §1-27-1.5

5.   Definitions

A. Computer Security - protection of computers and computer systems from corruption while information remains accessible and productive to intended users

B. Information Security - protecting information from unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording or destruction

C. Physical Security - protection from physical circumstances that could cause serious damage or harm

65th Session of the SD Law Enforcement 911 Telecommunicator Certification Course

Date	Time	Class "C"	Class "D"	Hrs	Location	Instructors	Notes
			WEEK 1				
Mon 06/07	8am	Professional Communications		2	A/B		
	10am	Introduction to Telecommunications		2	A/B		
	12pm	Lunch					
	1pm	Rural Addressing		4	A/B		
	5pm	Dismissed					
Tue 06/08	8am	Call Taking		4	A/B		
	12pm	Lunch					
	1pm	Call Taking		4	A/B		
	5pm	Dismissed					
Wed 06/09	8am	Call Taking		4	A/B		
	Noon	Lunch					
	1pm	Call Taking		2	A/B		
	3pm	First Responder Considerations (EMS) First Responder Considerations (Police)		2			
	5 pm	Dismissed					
Thur 06/10	8am	First Responder Consideration (Fire)		2	A/B		
	10 am	Radio Communications		2	A/B		
	Noon	Lunch					
	1pm	Radio Communications		4	A/B		
	5pm	Dismissed					
Fri 06/11	8am	Call Taking/Radio Simulators	Career Survival	4	A/B	Justin	
	12pm	Lunch					
	1pm	Career Survival	Call Taking & Radio Simulators	4	A/B	Paul Cremer 1pm Shon 3pm	
	5pm	Dismissed					
			Week 1 Course Hours	**41**			

Date	Time	Class "C"	Class "D"	Hrs	Location	Instructor	
			Week 2				
Mon 06/14	8am	Written Test		2	CL	LET Staff	
	10:30am	NCIC		1.5	A/B		2
	Noon	Lunch					
	1p	NCIC		4	CL-A/B		2
	5pm	Dismissed					

65th Session of the SD Law Enforcement 911 Telecommunicator Certification Course

Tue 06/15	8am	NCIC Full Access		4	CL-A/B		2
	Noon	Lunch					
	1pm	NCIC Full Access		4	CL-A/B		2
	5pm	Dismissed					
Wed 06/16	8am	NCIC Full Access		4	CL-A/B		2
	Noon	Lunch					
	1:00 pm	NCIC Full Access		4	A/B		2
	5pm	Dismissed					
Thur 06/17	8am	NCIC Full Access/ Testing		3	CL		2
	11:00am	Fusion Center		.5	A/B		
	11:30am	Graduation Set Up		.5	Amphi-theater		
	Noon	Lunch					
	1 pm	Crisis Caller Simulators		4	A/B		2
	5pm	Dismissed					
Fri 06/18	7:00am	Simulator Evaluations	Stress	4	CL-A/B		
	11:00am	Lunch					
	11:30pm	Stress	Simulator Evaluations	4	A/B-CL		
	3:30pm	Graduation		.5	Amphi-theater		
		Week 2 Course Hours		40			

Procedure: **Code of Ethics**		Section #: 1
		Procedure #: 102
		Effective:

I will abide by the Code of Ethics as defined in the Lincoln County Handbook.

As an employee of Lincoln County Dispatch, I regard myself as a member of an important and honorable profession. I will obey all laws and regulations.

I will put the needs of the public above my own professional ambitions. I will do my best to preserve the lifeline to the responders, promote the protection of property and support the saving of lives with a commitment to excellence.

I will strive to keep my private life untarnished as an example to all and avoid any conduct or activity that would cause unjust harm to the agency, my co-workers, the public safety responders, and the citizens we serve.

I recognize at all times in my duty I am a public safety employee and that ultimately I am responsible to the public. I will accept responsibility for my actions and choose to always do what is right, even if no one is looking. I will maintain confidentiality at all times unless revelation is necessary in the official performance of my duty.

I will remain diligent in my occupational duties and will not permit personal feelings, prejudices, animosities or friendships to influence my decisions. I understand the importance of courtesy and will maintain it as a reference point in my duties.

I recognize the responsibility of my position as a symbol of public faith and I accept it as a public trust to be held so long as I am true to the ethics of public safety. I will constantly strive to achieve these objectives and ideals, dedicating myself to my chosen emergency communications profession.

Lake County, South Dakota
POSITION DESCRIPTION
911 Communications Center Dispatcher

OVERALL FUNCTION
This position is responsible for providing dispatch services.

NATURE AND SCOPE OF JOB
This position reports to the 911 Communications Center Director. This position may require working a rotation of various shifts and work days as assigned or to fill in for a vacant shift, including day, evening and midnight shifts, weekends and holidays. Benefits are only available for full-time positions.

MINIMUM QUALIFICATIONS
Graduation from high school or GED equivalent. Ability to meet the minimum standards for employment as outlined in South Dakota Codified Laws Chapter 34-45 and South Dakota Administrative Rules Article 2:05. A complete background check, drug screening, physical, and hearing test is required. Must be able to type 35 wpm with accuracy.

PREFERRED QUALIFICATIONS
Current certification as a South Dakota Basic 911 Telecommunicator, certified in Emergency Medical Dispatching and CPR, and certification as a Full-Use NCIC Operator. Residence within 30 minutes response time of the 911 Communications Center.

CERTIFICATES, LICENSES, REGISTRATIONS
Must obtain certification as a South Dakota Basic 911 Telecommunicator, certification in Emergency Medical Dispatching and CPR, and certification as a Full-Use NCIC Operator within one year of hire.

SPECIFIC RESPONSIBILITIES AND DUTIES
Below is a non-exhaustive list of duties and responsibilities. Other duties and responsibilities may be required if requested.

1. **GENERAL DISPATCH**
   - Answer calls for service, both emergency and non-emergency, determine the nature and priority of calls and dispatch appropriate services providers to properly address the calls for service
   - Monitor and maintain communications with field units and provide updated information from reporting parties and/or field units as available, identify additional resources required to assist in resolving situations, and direct those resources to incident scenes
   - Maintain awareness of the location of all on-duty law enforcement officers
   - Maintain communications with other local and regional emergency service providers
   - Provide direction and assistance to callers during emergency situations through the use of established protocol such as Emergency Medical Dispatch procedures prior to the arrival of service providers
   - Provide information concerning general safety and personal security to the general public during situations such as crimes in progress and medical emergencies
   - Demonstrate a working knowledge of local geography, the ability to read maps and computer mapping systems and translate directions and locations effectively to law enforcement and emergency service providers

- Maintain records and information concerning crime reports, dispatch information, calls for service, and other official documentations related to public safety communications in a timely and efficient manner
- Communicate effectively and coherently over the phone and radio systems, while initiating and responding to multiple communications
- Provide local and regional information, such as weather and road conditions, to the public as requested and if time allows
- Operate office and radio equipment in conjunction with emergency communications to include, but not be limited to: telephone, both standard and enhanced 911, computer aided dispatch systems, two-way radio systems, photo copier, fax machine, computer paging systems, computer printers
- Ensure the security of the jail by controlling the outside doors to the jail
- Monitor security and fire systems for the courthouse and Public Safety Building
- Perform dispatch services for various entities, including, but not limited to: Sheriff's Office, REACT, SDHP, Fire Departments, Animal Control, Ambulance Service and County First Responders, Police Department, DOT, GF&P, city utilities after hours, Parks Dept, and U.S. Fish and Wildlife

KNOWLEDGE, SKILLS, AND ABILITIES

1. **GENERAL KNOWLEDGE:** The following general areas of knowledge have been identified for the 911 Communications Dispatcher regardless of their area of public safety expertise. Proficiency must be demonstrated in at least the following areas:
   - Comprehension of jurisdictional boundaries and geography;
   - Proper application of Agency terminology
   - An awareness of and respect for diverse populations within the Agency's service area
   - The ability to identify and properly utilize Agency resources, and comprehension of their role in:
     - Incident Command System (ICS)
     - National Incident Management Systems (NIMS), including, but not limited to required training, Tactical Interoperable Communication Plan (TICP), and
     - State or local emergency operations plans

2. **GENERAL SKILLS:** High-performing incumbent 911 Communications Dispatchers have been identified as demonstrating the ability to:
   - Multi-task;
   - Think critically;
   - Provide effective customer service;
   - Make quick workable decisions;
   - Solve problems;
   - Work effectively with others;
   - Accurately communicate effectively both verbally and in writing;
   - The 911 Communications Dispatcher shall demonstrate the application of effective interpersonal communication skills, which includes:
     - Active listening
     - Clear enunciation
     - The ability to be concise in verbal and written communications
     - Appropriate use of Agency terminology, codes, and signals
     - An understanding of plain speech/language techniques
     - The use of Agency approved phonetic alphabet

- o The use of generally accepted customer service skills
- o The ability to communicate on a professional level with internal and external customers

3. **TOOLS AND EQUIPMENT**: All 911 Communications Dispatcher must demonstrate proficiency on all appropriate tools, equipment, and technology they may be expected to operate within the public safety communications center. The 911 Communications Dispatcher shall demonstrate the:
   - Ability to create, access, and update incident data in accordance with Agency directives.
   - Ability to utilize existing communication tools and/or available technologies to meet operational needs in both normal and back-up modes (i.e., radio intra/interoperability, telephone and/or electronic relay system patches, local and state resources/networks, mapping and wireless communications, etc.) in accordance with agency policy and procedures, local, state, and federal laws. The 911 Communications dispatcher shall demonstrate the:
     - o Ability to operate Agency radio systems
     - o Ability to operate Agency computer systems
     - o Ability to operate Agency records management systems
     - o Ability to operate Agency telephone systems (including TTY/TDD)
   - Ability to maintain Agency equipment functionality within established parameters
   - Ability to activate emergency alert systems according to agency parameters

4. **PROFESSIONAL COMPETENCE:** The following identifies those components within public safety communications that are critical for enhancing the professional competence of all 911 Communications Dispatchers.
   - The 911 Communications Dispatcher is responsible for:
     - o Their own learning in the course of training
     - o Asking clarifying questions to ensure a thorough knowledge and understanding of the curriculum
     - o Providing honest and specific feedback to trainers regarding learning style preferences or issues that impact their learning
     - o Providing input to improve or enhance the curriculum in an effort to ensure current information is taught
     - o Always presenting themselves in a professional manner, being on time, being prepared, and ready to learn and actively participate in their own learning
     - o Being prepared to meet requirements of the learning environment or facility
   - The 911 Communications Dispatcher must demonstrate the ability to meet and/or exceed performance standards set by the Agency, by:
     - o Demonstrating job proficiency in assigned job tasks
     - o Complying with department, local, state, or federal regulations
     - o Actively seeking and being receptive to feedback and review of their performance, including during the Agency's established quality assurance or quality improvement process
     - o Identifying professional goals that can be supported by the Agency
     - o Taking responsibility for their own professional career development by actively seeking developmental opportunities to enhance their job knowledge and skills
     - o Demonstrating improvement of performance deficiencies
   - The 911 Communications Dispatcher must demonstrate the ability to operate within all written directives and plans established by the Agency, by:
     - o Remaining current and informed of all policies, guidelines, and plans
     - o Demonstrating the appropriate application of policies, guidelines, or plans

- o Recommending updates to policies, guidelines, and plans when appropriate
- The 911 Communications Dispatcher should demonstrate the ability to utilize networking opportunities when appropriate, by:
  - o Taking advantage of opportunities to network both within the public safety community and within the community for which they provide service
  - o Recognizing networking opportunities presented in concert with training, professional affiliations, and community outreach
- The 911 Communications Dispatcher should review professional publications in order to enhance professional competence and remain up-to-date on developments within the profession, by:
  - o Reading professional publications, when possible, to remain up-to-date on current events affecting the public safety communications industry
  - o Having an awareness of professional publications that identify, regulate or mandate activities associated with public safety emergency communications

PHYSICAL REQUIREMENTS, MENTAL/MOTOR DEMANDS, WORK ENVIRONMENT

The physical requirements, mental/motor demands, and abilities required to adapt to different work environments described here are representative of those that must be met to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Maintaining physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following:
  - o Constantly sitting, talking hearing, reaching with hands and arms, using hands to finger, handle or feel items, write, read, and type
  - o Infrequently standing, walking, or stooping
  - o Occasionally lifting and/or moving up to 10 pounds
  - o Specific vision abilities required by this position include close vision, distance vision, peripheral vision, and ability to adjust focus

- Ability to adapt to the mental/motor demands of this position, which may include the following:
  - o Ability to constantly exercise flexibility and maintain attentiveness duration
  - o Ability to frequently work with time constraints and maintain attentiveness intensity
  - o Ability to constantly participate in social interactions which constantly require oral and written communications
  - o Ability to constantly use reasoning, problem solving, and exercise judgment
  - o Ability to frequently use memory and estimating
  - o Ability to occasionally use mathematics
  - o Ability to constantly be precise and pay attention to detail when performing the job; the results of the work performed are on record forever

- Ability to adapt to different working environments, which may include the following:
  - o Constantly working in confined areas, indoors, on varying shifts, and alone with multiple interruptions
  - o Frequently working in a moderate to loud noise level
  - o Occasionally working extended days/hours and working with others
  - o Infrequently working around others
  - o Infrequently working with the risk of electrical shock

I have read and understand these responsibilities.

_____
Employee   Date

_____
Department Head   Date

3-Hour Virtual 9-1-1 Telecommunicator Disability Awareness VIRTUAL Training

The First Responder Disability Awareness Training project at Niagara University is pleased to announce a **3-hour virtual Disability Awareness Training for 9-1-1 Telecommunicators** personnel.

Niagara University's First Responder Disability Awareness Training (NU FR-DAT) helps to both sensitize and educate on how to effectively identify, address, and respond to various disabilities that 911 professionals may encounter in the line of duty. The National Emergency Numbers Association **(NENA)** recognizes this program as the only comprehensive disability awareness training program for emergency telecommunicators.

Content includes, but is not limited to, speech disabilities, the Americans with Disabilities Act, Relay Services, disabilities defined specific to PSAPs, communication barriers, person/identity first language, augmentative/alternative communication.

This program is **developed strictly for 9-1-1 personnel from Missouri and South Dakota**.

DATE: October 7, 2020
WHEN: 12:30PM-3:30PM MST/1:30PM-4:30PM CST
Virtual Training via Zoom
Link for training will be provided **the day before**

For registration please visit https://frdat.niagara.edu/or click here

For more information, please contact:
Cary Newman, Program Manager
Phone: (716) 286-8139
carynewman@niagara.edu
www.facebook.com/nufrdat
http://frdat.niagara.edu/

9-1-1 Telecommunicator Disability Awareness Train the Trainer– VIRTUAL South Dakota

The First Responder Disability Awareness Training project at Niagara University is pleased to announce a **VIRTUAL Train the Trainer program for 9-1-1 Telecommunicators** personnel for the state of **South Dakota.**

Niagara University's First Responder Disability Awareness Training (NU FR-DAT) helps to both sensitize and educate on how to effectively identify, address, and respond to various disabilities that 911 telecommunicators may encounter in the line of duty. The National Emergency Numbers Association **(NENA)** recognizes this program as the only comprehensive disability awareness training program for emergency telecommunicators.

This program is **developed strictly for 9-1-1 personnel** with the intent to TRAIN other telecommunicators. This is **NOT** a training session for those who do not intend to train their peers. Once trained, trainers will conduct the training and coordinate with Niagara University for ongoing reporting and certification for attendees. You must be able to attend all five sessions.

Content includes, but is not limited to, speech disabilities, the Americans with Disabilities Act, Relay Services, disabilities defined specific to PSAPs, communication barriers, person/identity first language, augmentative/alternative communication.

Training materials and attendance are FREE. You must be able to connect via the internet on a computer, there is no call-in attendance.

DATE: January 19, 20, 21, 26, 27, 2021
WHEN: 8am-11:00am MST/9am-12pm CST all days

For registration please visit https://frdat.niagara.edu/or click here

For more information, please contact:
Cary Newman, Program Manager
Phone: (716) 286-8139
carynewman@niagara.edu
http://frdat.niagara.edu/
www.facebook.com/nufrdat

This training is funded by a grant from the South Dakota Council of Developmental Disabilities Council.

First Responders Resiliency, Inc.
Putting PTSD Out of Business™

South Dakota Resiliency Webinar

Location: Zoom - Link will be provided upon registration

03.02.21 | 10:00 - 2:00 PM (CT)

This 4-hour webinar will address the psychological, neurological, physical, emotional, and relational impacts of stress and trauma exposure affecting first responders.

FRRI utilizes proactive modalities with a holistic approach to educate first responders in the art of professional and personal resilience. We provide science-based education, skills, techniques and tools that have profound impacts on stress reduction and management.

*Please sign up for this training on our website: https://www.resiliency1st.org/event/sd-03-02-21/

For any questions about this training, please email info@resiliency1st.org. Scan the code (left) with your phone to see what FRRI is doing, we'd love to chat with you!

www.resiliency1st.org

Incident Performance

Agency: Pennington County 911

Calltaker: ~~redacted~~

Caller party: 2nd

How Obtained:

Complaint Description: HUSBAND HAVING CHEST PAINS - HEART ATTACK?

Discipline: EMD

Position:

Call Date: 6/7/2020 04:20:29

Case number: ~~redacted~~

Shift/Team: ESCC

Code Selected: 10 - D - 2

Code Reviewed: 10 - D - 2

Case Entry

- Address
- Callback number
- Primary discipline choice
- Tell me exactly what happened.
- Choking question
- ECHO/Fast Track used
- With the patient now
- With the patient now subquestion
- Patient count question
- Age question
- Age subquestion
- Gender
- Awake question
- Breathing question
- Breathing subquestion
- Questions asked in order
- Chief Complaint selection
- Freelance questions
- Freelance instructions
- All questions/instructions given in the appropriate area
- Obvious questions
- Clarifiers
- Calming techniques

Key Questions

KQ Type

- Sub-Chief Complaint
- Key Questions asked in order
- Freelance questions
- Freelance instructions
- All questions/instructions given in the appropriate area
- Obvious questions
- Clarifiers
- Calltaker Initiated Shunt
- Shunted appropriately (new or updated information)
- Followed appropriate protocol links
- Calming techniques
- Is he completely alert (responding appropriately)?

7

Incident Performance

Agency: Pennington County 911

Discipline: EMD

Case number: ▓▓▓▓▓▓

Calltaker: ▓▓▓▓▓▓▓▓▓

Position:

Shift/Team: ESCC

Caller party: 2nd

Call Date: 6/7/2020 04:20:29

Code Selected: 10 - D - 2

How Obtained:

Code Reviewed: 10 - D - 2

Complaint Description: HUSBAND HAVING CHEST PAINS   - HEART ATTACK?

	Question	
⬜	Is he breathing normally?	7
🟩	Is he breathing normally?	7
🟩	Does he have difficulty speaking between breaths?	7
⬜	Is he changing color?	7
🟩	Is he changing color?	7
🟩	Describe the color change.	7
🟩	Is he clammy or having cold sweats?	0
🟩	Has he ever had a heart attack or angina (heart pains)?	0
🟩	Did he take any drugs or medications in the past 12 hours?	0
🟩	What did he take?	0

Final Coding

🟩	Determinant Code
🟩	Determinant Level
🟩	Determinant Descriptor
🟩	Determinant Suffix
🟩	Did not use Malicious Final Code

Dispatch Life Support

🟩	PAIs
🟩	PDIs
🟩	Freelance questions
🟩	Freelance instructions
🟩	All questions/instructions given in the appropriate area
🟩	Obvious questions
🟩	Clarifiers
🟩	Followed appropriate DLS Links
🟩	Met the minimum Standards of Practice
🟩	Followed appropriate protocol links
⬜	Calming techniques
⬜	Breathing Verification Diagnostic
⬜	Pulse Diagnostic
⬜	Stroke Diagnostic
🟩	Aspirin Diagnostic
⬜	Compressions Diagnostic
⬜	Contractions Diagnostic
⬜	Chemical Suicide Diagnostic
⬜	Coronavirus (COVID-19)

Incident Performance

Agency: Pennington County 911

Calltaker: ▓▓▓▓▓▓▓▓▓

Caller party: 2nd

How Obtained:

Complaint Description: HUSBAND HAVING CHEST PAINS   - HEART ATTACK?

Discipline: EMD

Position:

Call Date: 6/7/2020 04:20:29

Case number: ▓▓▓▓▓▓▓

Shift/Team: ESCC

Code Selected: 10 - D - 2

Code Reviewed: 10 - D - 2

Customer Service

- Calltaker attitude
- Use correct volume, tone, and rate
- Display compassion
- Avoid gaps
- Explain actions
- Provided reassurance
- Did not create uncontrollable expectations
- Avoided prohibited behaviors

Overall Performance: High Compliance

Comments: This call was processed correctly - nice work.

Legend:

56	🟩	Correct
0	🟧	Not Correct
2	🟩	Obvious

0	🟨	Not As Scripted
0	🟥	Not Read
19	⬜	N/A
0	🟥	Input Error

KQ Type

- 0 – Regular
- 1 – Scene Safety
- 2 – Responder Safety
- 3 – Sub-Chief Complaint
- 4 – Description Essentials
- 5 – Caller Actions/Caller Safety
- 6 – Additional Information
- 7 – Priority Symptoms/Injured or Sick

Filter by:

'(No filter applied)'

LAW ENFORCEMENT CALL REVIEW

Calltaker		Reviewer			
CFS #		Incident Date/Time	1040 hrs		
Chief Comp	PANH	Reviewed Date:	6/6/2020		

CASE ENTRY	Points	Yes	No	N/A
Incident location (Apt/room #, business name, closest intersection)	35	☑	☐	☐
Occurred time (Clearly noted)	25	☑	☐	☐
Reporting party information (Name, phone number, location, contact requested)	20	☑	☐	☐
Call type (Correct, priority, status accurate)	20	☑	☐	☐
Total Possible	100			

KEY QUESTIONS	Points	Yes	No	N/A
Guide card use (Used and questions asked)	25	☑	☐	☐
Safety (Civilian/responder concerns addressed and noted)	25	☑	☐	☐
Injuries (Number of patients, extent of injuries, PDI's)	10	☐	☐	☑
Suspect information (Name, how many and last known location)	10	☑	☐	☐
Descriptions (Physical and clothing)	10	☑	☐	☐
Weapons (Threatened, seen, what type and who had it)	10	☑	☐	☐
Alcohol/Drug (Any involved party)	5	☑	☐	☐
Vehicle Information (Description obtained)	5	☐	☐	☑
Total Possible	100			

CAD/TELEPHONE	Points	Yes	No	N/A
Mapping (Geo-verified/re-routed or detailed location notes)	20	☑	☐	☐
Call processing (Readied quickly and information attached/linked.)	20	☑	☐	☐
Documentation/Accuracy (Narrative is understandable, priority status correct, updates done quickly)	25	☑	☐	☐
Multi-tasking (Type, talk, attach or run queries while talking/processing the call)	20	☑	☐	☐
Telephone (Answered quickly, proper greeting, triaged properly)	15	☑	☐	☐
Total Possible	100			

CUSTOMER SERVICE	Points	Yes	No	N/A
Listens and comprehends (Actively listens, asks followup questions, addressed background noises)	30	☑	☐	☐
Caller management (Polite/professional re-direction and interjection)	30	☑	☐	☐
Voice control (Tone/volume appropriate, empathetic, confident)	25	☑	☐	☐
Gap control (Limits/explains)	10	☑	☐	☐
Proper closing (Explained next step)	5	☑	☐	☐
Total Possible	100			

Comments:			
	Compliance Level	HIGH COMPLIANCE	

..... this was a good call. You followed the guide card for panhandling exactly as worded. You attempted
to gather descriptions but also recognized that the caller hadn't really paid much attention.

The call was completed in less than 90 seconds. Good work!

Employee Signature	Reviewer Signature

Twenty Points of Accreditation
International Academy of Emergency Medical Dispatch®

1. **Communication center overview and description**
   a. Document the total number of stations that are active (calltaking and dispatching) and the number of supervisory or standby stations.
   b. Include a floor plan showing the placement of each workstation.
   c. List any current accreditations and the accrediting body

2. **Medical Priority Dispatch System (MPDS) version and licensing confirmation**
   a. Provide the following, as applicable:
      i. MPDS protocol version number
      ii. ProQA Paramount version number
      iii. AQUA version number
      iv. ED-Q Performance Standards edition number
   b. Include documentation (policy, directive, etc.) stating that the most recent versions of the MPDS (ProQA Paramount and/or cardsets) and the Performance Standards will be implemented within one year of their release

3. **Current Academy EMD certification of all personnel authorized to process emergency calls**
   a. Provide a list of all MEDs including their names, hire dates, last certification dates, next recertification dates, and Academy EMD member numbers

4. **All EMD certification courses are conducted by Academy-certified instructors, and all case review is conducted by Academy-certified ED-Qs**
   a. If you have an in-house or contracted instructor, include her/his name, next recertification date, and member number
   b. Provide a list of all ED-Qs, including their names, next recertificate dates, and Academy ED-Q member numbers

5. **Full activity of quality improvement (QI) committee processes**
   a. Include copies of agendas and minutes of all Dispatch Review Committee (DRC) and Dispatch Steering Committee (DSC) meetings (at least two DRC meetings and one DSC meeting in the six months immediately preceding the application)
   b. List the names and titles of all committee members for the following:
      i. Quality Improvement Unit
      ii. Dispatch Review Committee
      iii. Dispatch Steering Committee
   c. List the objectives and tasks of each of these committees

6. **IAED quality assurance and improvement methodology**
   a. Attach a complete description of the methods used to evaluate EMD performance and correct use of the MPDS as outlined in the ED-Q Course Manual (consistent reviewing practices). The document should outline the following:
      i. How cases are randomly selected
      ii. The minimum number of cases reviewed monthly.
      iii. Any focused case review practices employed. This may include cases the agency has identified that warrant additional reviews, such as cardiac arrest, choking and childbirth.
   b. Attach a detailed description of how EMD performance is checked, tabulated and tracked.
   c. Include details and dates of when review began and how scores were shared with each employee
   d. Include details and dates of when shift and center scores were posted and how they were posted.

7. **Consistent case evaluation that meets or exceeds the Academy's minimum expectations**
    a. The minimum case evaluation requirement is based on annual call volume per discipline. This calculation is available through the ACE Calculator in AQUA as well as on the Academy website
    b. List the total number of emergency medical calls the center received in the six months immediately prior to the accreditation application
    c. List the total number of cases reviewed in the same period

8. **Historical baseline QA data from initial implementation of structured Academy QA processes**
    a. A baseline Agency ACE Performance Report
    b. Determinant Drift Reports (or equivalent) for the center

9. **Monthly average case evaluation compliance levels for the communication center for the six months preceding the accreditation application, with compliance levels at or above accreditation levels of rat least the three moths immediately preceding application**
    a. Include Accreditation report showing compliance at or above the following expected minimum performance levels for at least the three months preceding the application:
    b. Include a Communication Center Determinant Drift Report for the three months preceding the application showing that under-response and over-response each occur in no more than 5% of cases.

10. **Verification of correct case evaluation and QI techniques, validated through independent Academy review**
    a. Provide copies of 25 case review audio files and an AQUA merge file of 25 cases for Academy assessment.
        i. Include 22 calls from the one-month period immediately preceding the application. These calls must be selected purely at random; they must not be cases specifically marked for feedback or other review.
        ii. State the process for random selection of these calls.
        iii. Include an additional 3 cases involving Pre-Arrival Instructions. These cases should include the first case with Pre-Arrival Instructions reviewed in each of the three months immediately preceding the application.

11. **Implementation and/or maintenance of MPDS orientation and case feedback methodology for all field personnel**
    a. Describe your MPDS field personnel orientation process.
        i. Include copies of handouts, presentations, and any other materials used.
        ii. List the number of Field Responder Guides distributed, along with the dates these were given out.
    b. Describe your EMD case feedback methodology.
    c. Include a blank copy of the field feedback form utilized by your agency.
        i. Include documentation of the dates field feedback forms were distributed to all field stations.

12. **Verification of local policies and procedures for implementation and maintenance of the MPDS. Include all policies relating to EMD practices, which must include the following**:
    a. Implementation and application of MPDS.
    b. Medical Director approval of all MPDS protocols, including those listed in the ProQA Admin "Restricted Settings" and "Special Definitions."
    c. Protocol compliance.
        i. Quality improvement
        ii. CDE requirements
        iii. Performance management and remediation
        iv. Customer service skills (how customer service scores are addressed by your agency)
        v. Language translation processes

d. A policy stating that all emergency medical calls are only processed by EMD-certified personnel and that employees are removed from their calltaking duties if their certification is expired, suspended, or revoked.

13. **Copies of all documents pertaining to your continuing dispatch education (CDE) program**
    a. Submit the CDE schedules and topics for the past six months.
    b. Submit EMD attendance records.
    c. Submit a CDE schedule draft for the next six months.

14. **Secondary Emergency Notification of Dispatch (SEND) orientation**
    a. Include documentation of the distribution of SEND Protocol information to all police and fire dispatchers and to other agencies routinely forwarding emergency calls.
        i. List the other agencies as applicable.
    b. Include documentation of agencies trained, copies of attendance records, and any training materials used for this process.

15. **Established local response assignments for each MPDS Determinant Code**
    a. Include a description of the process for developing response assignments.
    b. Include a list of all MPDS Determinant Codes and each locally determined response assignment. c. Include copies of the specific Dispatch Steering Committee (DSC) minutes with verification that all response assignments are approved.

16. **Maintenance and modification processes for local response assignments to MPDS Determinant Codes**
    a. Provide documentation describing how local MPDS response assignments are regularly reviewed and how recommended changes are approved.

17. **The communication center's incidence (number of occurrences) of all MPDS codes and levels for the six months immediately preceding application (Master Dispatch Analysis Report)**
    a. Each Chief Complaint.
    b. Each individual Determinant Code.
    c. Each Determinant Level (c, A, B, C, D, and E).

18. **Appointment and appropriate involvement of the Medical Director to provide oversight of the center's EMD activities**
    a. List the name, address, license number, and country/state/province (or equivalent) in which the Medical Director is licensed to practice.
    b. Include a copy of the documentation appointing the Medical Director.
    c. List the approved roles and responsibilities of the Medical Director within the dispatch system.

19. **Agreement to share nonconfidential EMD data with the Academy and others for the improvement of the MPDS and the enhancement of EMD in general**
    a. Include written verification, signed by the agency's senior executive, agreeing to the above requirement.
    b. Include written verification, signed by the agency's senior executive, agreeing to submit the quarterly compliance summary reports to the Academy (submitted electronically through the Academy's Website).

20. **Agreement to abide by the Academy's Code of Ethics, Code of Conduct, and the standards set forth for an Accredited Center of Excellence**
    a. Include written verification, signed by the agency's senior executive, agreeing to the above requirement.
    b. Provide the date, location, and verification of the prominent posting of the Code of Ethics and Code of Conduct.

Metro Communications Agency
First to Serve

Procedure:		Section #: 100
Required Staffing		Procedure #: 106
		Effective: 01/02/17
		Updated: 04/27/20

Staffing levels are set by the Director of Metro Communications. Minimum staffing levels will be maintained at all times as defined below.

MINIMUMS

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
0600-1000	8	8	8	8	8	8	8
1000-1400	9	9	9	9	9	9	9
1400-1800	9	9	9	9	9	9	9
1800-2200	9	9	9	9	9	9	9
2200-0200	8	8	8	8	8	8	8
0200-0600	7	7	7	7	7	7	7

➢ Shift Supervisors can request additional staffing for scheduled events, holidays, weather etc. as needed. Requests are made to the Deputy Director or designee. Approved requests will be documented in TeleStaff as 'No Leave' or 'Don't fall below X amount of staffing.'

➢ Up to 2 employees are permitted to utilize vacation leave during the same time frame so long as neither requests drop the agency below minimum staffing levels. Additional requests may be approved at the Director's or designee's discretion with consideration that there should still be appropriate staffing if an employee calls in sick or if temporary staff can cover.

➢ Supervisor vacation requests may be approved during circumstances when only one supervisor is scheduled when shift lead or Coordinator coverage is available. ACO's won't be utilized as shift lead if they are scheduled to train a recruit on that day. Vacancy coverage for Supervisor vacation requests is at the discretion of the Director or designee.

➢ No employee shall be required to work more than 12 continuous hours in the center. Upon mutual agreement between the employee and the employer, 12 hour work days may be exceeded as agreed upon in AFSCME Local 3516.

➢ ACOs scheduled with a recruit need to be aware of and work with their Supervisor to ensure there is appropriate ACO coverage if the ACO is requesting the day off, i.e. securing trade

with another ACO or making arrangements with another ACO or supervisor on shift to take over training duties.

➢ In case of on duty illness/emergency while at minimum staffing, the Shift Supervisor shall be notified. Immediate action to relieve the employee will be made, however the employee will remain on duty until relieved or dismissed from duty by the Supervisor. The center will make every attempt to maintain minimum staffing however in cases of extreme emergencies, staffing levels may temporarily drop below the minimum number.

➢ New recruits cannot sign up for vacancy coverage until after successful completion of their final BOE. There may be exceptions if a recruit class has independent phases prior to completion of the training program.

SAFETY TOWN PRESENTATION

INTRODUCE YOURSELF - *EXPLAIN WHO YOU ARE AND WHAT YOU DO*

- o UNIFORM
- o RADIO
- o PHONE
- o HEADSET
- o FOOT PEDAL

****USE THE BOARD TO HELP CHILDREN VISUALIZE****

EXPLAIN WHAT "911" IS

- ▪ A SPECIAL NUMBER THAT YOU CAN DIAL ON A PHONE AND WE WILL SEND HELP TO YOU
- ▪ 911 IS FOR POLICE, FIRE, AND AMBULANCE. SOMETIMES WE SEND THE AMBULANCE, AND THE POLICE OFFICERS WILL ALSO SHOW UP TO HELP YOU.

****WATCH VIDEO*******

INFORMATION THAT WE WILL NEED WHEN YOU CALL 911

- WHEN YOU CALL 911, THE DISPATCHER WILL SAY "911 WHERE IS YOUR EMERGENCY?"
  - o THE MOST IMPORTANT THING IS TO TELL US WHERE YOU ARE. IF WE DO NOT KNOW WHERE YOU ARE, WE CAN'T SEND ANYONE TO HELP.
- IT IS IMPORTANT TO KNOW
  - o YOUR NAME
  - o YOUR ADDRESS
  - o WHERE YOU ARE
  - o YOUR PHONE NUMBER
- IT MIGHT BE A GOOD IDEA TO HAVE YOUR MOM OR DADDY OR WHOEVER YOU LIVE WITH WRITE DOWN YOUR ADDRESS AND PHONE NUMBER AND PUT IT BY THE PHONE, IN CASE YOU FORGET IT.
- IT IS IMPORTANT THAT YOU LISTEN TO THE DISPATCHER. REMEMBER TO:
  - o STAY CALM
  - o SPEAK SLOWLY AND CLEARLY
  - o TELL US WHAT IS GOING ON

1

- FOLLOW THE INSTRUCTIONS THAT THE DISPATCHER GIVES YOU. DON'T BE SCARED – YOU CAN TRUST THE DISPATCHER. WE ONLY WANT TO HELP YOU.
- STAY ON THE PHONE UNTIL THE DISPATCHER TELLS YOU IT IS OKAY TO HANG UP.
- MAKE SURE THAT YOU ARE IN A SAFE PLACE WHEN YOU CALL 911.
  - IF YOUR HOUSE IS ON FIRE, YOU WANT TO BE OUT OF YOUR HOUSE. LIKE FROM A NEIGHBOR'S HOUSE, CORDLESS PHONE OUTSIDE, CELL PHONE, ETC.

****READ THE **CELL PHONE** COLORING BOOK****

EXPLAIN TO THE KIDS THAT THEY HAVE A BOOK JUST LIKE THIS TO TAKE HOME AND COLOR.

- 911 IS FOR EMERGENCIES ONLY!
  - DO NOT CALL 911 AS A JOKE OR A PRANK.
  - IF YOU CALL 911 BY MISTAKE – DON'T HANG UP!
    - TELL THE DISPATCHER THAT YOU DIDN'T MEAN TO CALL AND ANSWER THE DISPATCHERS QUESTIONS.
  - IF YOU CALL 911 FROM YOUR HOUSE, WE WILL HAVE THE INFORMATION AND WE WILL SEND AN OFFICER TO CHECK ON YOU.
  - REMEMBER - 911 IS FOR EMERGENCIES ONLY.

- WHAT IS AN EMERGENCY?
  - YOU NEED HELP FOR SOMEONE THAT IS HURT
  - IF YOU SEE SOMEONE HURTING SOMEONE ELSE
  - YOU SMELL SMOKE OR SEE A FIRE
  - IF YOU SEE SOMEONE TAKING SOMETHING THAT IS NOT THEIRS (NAME A FEW OTHER CRIMES)

- WHAT IF YOU DON'T KNOW IF IT IS AN EMERGENCY?
  - CALL AND TALK TO THE DISPATCHER. THEY WILL TELL Y OU IF IT IS AN EMERGENCY OR NOT. THE DISPATCHER WILL TELL YOU WHAT TO DO

****TAKE A STRETCH!**** (THIS WILL KEEP THEIR ATTENTION FOR THE REST OF THE PRESENTATION)

- EXPLAIN CALLING FROM:
  - YOUR HOUSE PHONE
    - WILL SHOW THE DISPATCHER WHERE YOU ARE CALLING FROM
  - A CELL PHONE
    - WILL NOT TELL THE DISPATCHER WHERE YOU ARE. YOU WILL NEED TO HELP THE DISPATCHER BY TELLING THEM WHERE YOU ARE

- o A PAYPHONE
  - ▪ THE CALL IS FREE
  - ▪ STAY ON THE PHONE AND TELL THE DISPATCHER WHAT IS HAPPENING!

<mark>READ THE "IT'S TIME TO CALL 911" BOOK.</mark>

HELPFUL HINTS…………………..

- PASS THE BOOKS OUT & LET THEM PLAY WITH THEM FOR A MINUTE OR TWO
- GET EVERYONE'S ATTENTION & TELL THEM THAT THEY NOW HAVE TO PRACTICE **LISTENING TO THE DISPATCHER!**
  - o TELL EVERYONE THAT WHEN YOU (THE TEACHER) STAND UP, THEY NEED TO STOP PRESSING THE BUTTONS AND USE THEIR LISTENING EARS
- EXPLAIN HOW TO DIAL 911, THEN LET THEM ALL PRACTICE A COUPLE OF TIMES
- TELL THE CLASS THAT WE ARE GOING TO ALL BE ON THE SAME PAGE AND READ ALONG TOGETHER.
- WHILE READING THE BOOK, KEEP REMINDING THEM WHEN IT IS OKAY TO PRESS THE BUTTONS
- MAKE SURE THEY ARE ALL GETTING IT RIGHT, EVEN IF YOU HAVE TO STOP AND WAIT FOR SOMEONE TO CATCH UP

<mark>EXPLAIN THE 3 "TRY IT" STATIONS</mark>

1. TRY ON A HEADSET AND GET A TREAT
2. DIAL 911 ON THE CELL PHONE AND GET A TREAT
3. ANSWER A 911 QUIZ QUESTION AND GET A STICKER

TREATS INCLUDE:

RULERS

BRACELETS

BIKE REFLECTORS

BACKPACK REFLECTIVE ZIPPER PULLS

STICKERS

TATOOS

Lumen® Next-Generation Public Safety Platform

Expert Help from Integrated Support Teams

Related Services
•Cybersecurity
• Storage
• Back Up/Disaster Recovery
• Analytics

GIS Services

Public/Private Cloud PSAP apps
• Call handling
• CAD
• Mapping
• Recording
• Reporting
• Future Applications

Text to 911

OSPs

Ingress

"Help!"

Lumen ESInet+

- **NG Core Services**
- **Public Safety Grade**
- **Security Built In**
- **24 x 7 NOC/SOC**

Other ESInets

Radio Systems

PSAP **Scalable Bandwidth**

Alarm Sensors

First Responders

On-premise Apps